

# **GENERAL CONDITIONS FOR DELIVERY AND SUPPLY OF ELECTRICITY**

## **PART ONE - GENERAL PROVISIONS**

### **Article 1**

#### **(Subject)**

General Conditions for delivery and supply of electricity (hereinafter: General Conditions) determine as follows:

- a) terms and conditions for the connection of structures of end users or generators of electricity to the distribution network, including also issuance of the electric power consents,
- b) terms and conditions for the access and use of the distribution network;
- c) terms and conditions for connection of the sites and temporary structures,
- d) quality of supply of electricity,
- e) terms and conditions for measuring, reading, calculation and collection of the electricity consumed,
- f) obligations of end user/generator regarding protection of metering devices which are located at its location against non-authorized access,
- g) requests related to the accuracy of measuring devices,
- h) terms and conditions for termination and limited delivery of electricity to end user,
- i) the method of informing end users in case of termination and limitation in delivery of electricity,
- j) terms and conditions for calculation and payment of damages caused by non-founded termination of delivery of electricity, delivery of electricity of the low quality or limitation of delivery of electricity,
- k) terms and conditions, measures and timetable of limitations of delivery of electricity in case of general shortage of electricity,
- l) terms and conditions under which delivery of electricity is not terminated to customers,

- m) measures undertaken in cases of damage in the electric power system and protection measures of the electric power system from the excessive consumption,
- n) method of determination of quantity and capacity of the unauthorized consumed electricity, as well as the method of calculation and payment of those quantities of electricity and
- o) Other relationships between distributors, suppliers, end users and generators connected to the distribution network.

## **Article 2 (Application)**

General Conditions are applied while doing the activities of supply and distribution of electricity in Republic of Srpska, namely for regulation of mutual relationships, rights and obligations between end users of electricity, licensees for distribution of electricity, licensees for supply of tariff customers with electricity, licensees for trade and supply of electricity and licensees for generation of electricity which structures are connected to the distribution network.

## **Article 3 (Aim)**

The aim of making General Conditions is to improve efficiency, safety and fairness in delivery and supply of electricity as well as to provide transparent and non-discriminatory behavior of the structures in the electric power sector.

## **Article 4 (Definitions and acronyms)**

Terms and acronyms used in the General Conditions have the following meaning:

**"Active electric energy"** shall mean the measure of generation or consumption of active capacity within a certain period and it is usually expressed in kilowatt hours (kWh), megawatt hours (MWh) or gigawatt hours (GWh);

**"Active capacity"** shall mean the real component of the apparent capacity, usually expressed in kilowatt (kW) or megawatt (MW);

**"High-voltage network"** shall mean the network of rated voltage (voltage level above 35 kV) of 110 kV, 220 kV and 400 kV;

**"Force Majeure"** shall mean unpredictable natural events which have the nature of natural disasters (floods, earthquakes, fires, atmosphere discharges, wind, ice etc) as well as direct war danger and war state proclaimed by the competent state authority;

**"Peak capacity"** is maximum measured average value of the active capacity in the 15-minute's metering interval during the calculation period which is taken by the end user from the network;

**"Distribution"** shall mean transfer of electricity through the middle-voltage and low-voltage distribution system intended for its delivery to buyers and it does not imply the electricity supply;

**"Distribution network"** shall mean the electrical network which goes from the separation line with the network of transmission, i.e. from the facilities connection to the structures of end users at middle and low voltage;

**"Electric power consent"** shall mean the document defining electric power and technical requirements which should be met by the planned electric power structure of the network user before connecting to the distribution network;

**"Electric power structures of users"** shall mean electric power structures of end users/generators (lines, devices, facilities and installations) which are located behind the connection point;

**"Electric Power Company"** shall mean the company which performs one or more electric power activities determined by Law;

**"Joint consumption"** shall mean the consumption of electricity registered by the meter, which is concurrently used by more than one end user;

**"Law"** shall mean the Law on electricity of Republic of Srpska;

**"Delivery of electricity"** shall mean transfer of electricity to the buyer or end user, i.e. hand over of electricity from the structure of one electric power facility to the structure of another one or end user;

**"Categories of consumption and tariff groups"** shall mean division of customers based characteristics of consumption, maximum load, types of metering devices and purpose of using electricity prescribed by the tariff system;

**"Eligible buyer"** shall mean any end user connected to the transmission or distribution network and who is entitled to buy electricity from the supplier at his own choice;

**"Accuracy class"** shall mean the class of a measuring device which meets certain metrological requirements needed to keep mistakes within certain limits;

**"Network user"** shall mean a physical or legal person which puts electricity to the distribution network or takes it from the distribution network (generators, end users and suppliers);

**"End user"** shall mean a buyer who buys electricity for his own needs and use;

**"Customers from the category of household"** shall mean the customers which consumption comprises the consumption in flats, houses for living and holiday, consumption for lighting of pertaining additional premises needed in the household, garage, access to the residential facilities, lighting in the corridor, elevators and common TV devices;

**"Customers from the category of public lighting"** shall mean the customers which consumption comprises consumption of electricity for lighting of streets, squares, roads, bridges, tunnels along the road communications, pedestrian lines, devices for signaling, parks and historical monuments;

**"Customers from the category of other consumption at low voltage"** shall mean users who take electricity at the voltage level which is less than 1 kV apart from the customers from the category of consumption of "households" and "public lighting";

**"Customers at medium voltage"** shall mean end users that take electricity at the voltage levels from 1 kV to 35 kV including those voltage levels as well;

**"Measuring point"** shall mean the point at which it is measured the amount of electricity and/or capacity, which the end user takes/or delivers to the network or uses it for the purposes of its own generation facility or for other purposes;

**"Connecting point"** shall mean the point where the connection is connected to the distribution network;

**"Supplying point"** shall mean the point in which the connection is finished and the electric power structure of end user or generator begins;

**"Rated voltage"** shall mean the voltage designating the network or equipment in relation to which their operational characteristics are given;

**"The connection fee"** shall mean total amount of money which the network user should pay to distributor in order to connect its facilities to the distribution network, and it comprises the fee for construction of the connection network and fee for providing conditions for connection by increasing capacity of the distribution network;

**"Non-eligible customer or tariff customer"** shall mean the end user that is supplied with electricity in a regulated way and at regulated prices pursuant to the law and REGULATORY COMMISSION documents;

**"Low-voltage network"** shall mean the distribution network of the rated voltage of 400/230 V (rated voltage level less than 1 kV);

**"New end user"** shall mean the end user whose electric power facility is connected for the first time to the electric power network whose electric power facility was disconnected from the electric power network for more than 5 years;

**"Public service obligation"** shall mean the obligation of energy undertakings to do some energy activities as public which is available to all customers and energy undertakings in certain areas at the prescribed prices and following the regulated conditions of access and use of the services, complying with safety, including the safety of supply, regularity and quality of service, efficiency of energy use, protection of environment and prevention of climate changes which is carried out following the principles of transparency and with supervision of the legally determined entities;

**"Accounting period"** shall mean the period between two meter-readings for the purposes of calculation of the electricity and capacity consumed, for which the end user is issued the bill;

**"Apparent capacity"** shall mean the complex product of voltage (in volts) and intensity of current (in Amperes) and it is consisted of the real component (active capacity) and imaginary component (reactive capacity) and is usually expressed in kilovolt-amperes (KVA) or megavolt-amperes (MVA);

**"Connection"** shall mean set of electrical lines, equipment and measuring devices which the electrical devices of end user or generator to the distribution;

**"Connecting capacity"** shall mean nominal capacity of the end user connection, executed on the basis of nominal current of the main installation fuse or the adjusted current devise for limitation of burden (and rated supplying voltage) with end users whose capacity is not measured, i.e. it shall mean the approved peak capacity of the end users whose capacity charge is measured;

**"Reactive electric energy"** shall mean the measure of generation or consumption of reactive capacity within a certain period. It is usually expressed in kilovarh hours (kVArh), megavarh hours (MVARh) or gigavarh hours (GVARh);

**"Reactive capacity"** shall mean imaginary component of the apparent capacity which is usually expressed in kilovarh (kVAr) or megavarh (MVAR);

**"Regulated prices"** shall mean the prices of products and services regulated by the competent Regulatory Commission for electricity;

**"Supplier"** shall mean the licensee for supply of tariff customers with electricity ("supplier of tariff customers") and licensee for trade and supply of electricity issued by REGULATORY COMMISSION and licensee for supply of electricity issued of the Tier II issued by FERK ("supplier of eligible customers");

**"Middle-voltage network"** shall mean the distribution network of rated voltage of 10 kV, 20 kV and 35 kV (nominal voltage level between 1 kV and 35 kV);

**"Universal service"** shall mean the right of the customer to be supplied with electricity of certain quality at the cost-effective justified, easily and clearly compared, benchmarking and transparent prices;

**"IEC"** shall mean the International Electrotechnical Commission;

**"ISO"** shall mean Independent System Operator in Bosnia and Herzegovina;

**"REGULATORY COMMISSION"** shall mean Regulatory Commission for energy of Republic of Srpska;

**"FERK"** shall mean Regulatory Commission for electricity in the BiH Federation.

## **CHAPTER I - RIGHTS OF END USER, DISTRIBUTOR, SUPPLIER AND GENERATOR**

### **Article 5 (Rights of distributor)**

Distributor is entitled to:

- a) access to the property of end user for the purposes of execution and maintenance (checking, review and overhaul) of the connection including sealing, control, adjustments and reading of metering devices, inspection and checking of regularity of installations in the facilities of end user/generator,
- b) the fee for using distribution network from the network user pursuant to the tariff system and tariff rates for the distribution system users, General Conditions and Contract on access to the network concluded with the supplier, end user or generator,

- c) determine the quantity, calculate and pay for the electricity taken in a non-authorized way, in a case of the non-authorized connection of the end user facility to the distribution network or in case of any other kind of non-authorized consumption of electricity,
- d) Limit and terminate delivery of electricity to end users in those cases which are determined by the law and General Conditions and
- e) Make the grid user bring the operation electric power amounts to the values referred to in the electric power consent and/or contracted values.

**Article 6  
(Rights of the supplier)**

The supplier is entitled to:

- a) Access the distribution network for the purposes of supplying customers with electricity
- b) Issue and charge for the electricity consumed within the deadlines determined by the General conditions and contract with end user
- c) Ask for reimbursement of damage caused by the action done or failure to have it done by the end user,
- d) Ask Distributor for termination of the electricity delivery in case of failure to meet the contracted duties by end user.

**Article 7  
(Rights of end user)**

End user is entitled to:

- a) file an application for getting electric power consent,
- b) conclude the contract on connection of facilities to the distribution network and connection of its structures and equipment to the distribution network once the electric power consent requirements are met, pursuant to provisions of the General Conditions and other regulations and technical standards,
- c) universal service of electricity supply, if it belongs to the group which this service is related to,

- d) supply of electricity and access to the network in a non-discriminatory way and at the contracted base,
- e) choose a supplier of electricity pursuant to the market opening,
- f) lodge complaints, pursuant to provisions of the General conditions, against each non-authorized action, failure or mistake of the electric power company and to have those complaints treated pursuant to the General Conditions,
- g) damage reimbursement, from the electric power companies, caused by non-founded termination of delivery of electricity, delivery of electricity of low quality or unjustified limitation of delivery of electricity pursuant to provisions of the General Conditions and contracts and
- h) to be informed on all important issues regarding the electricity supplying, in an appropriate way.

### **Article 8 (Rights of generators)**

Generator of electricity is entitled to:

- a) non-discriminatory access to the distribution network pursuant to the rules of the regulated access of the third party,
- b) connection of its structures and equipment to the distribution network, when the connection and structures were executed pursuant to the electric power consent, contract on connection and technical rules and regulations,
- c) construction of the direct line to the customer, with the previously issued consent of REGULATORY COMMISSION, if the access to the distribution network is denied for the justified reason,
- d) be informed on all import issues regarding connection the distribution network and delivery of electricity, in an appropriate way.

## **CHAPTER II - OBLIGATIONS OF END USER, DISTRIBUTOR, SUPPLIER AND GENERATOR**



**Article 9**  
**(Obligations of Distributor)**

Distributor is obliged to:

- a) control, maintain and develop the distribution system,
- b) pursuant to the technical capabilities of the distribution system, enable access to the distribution network for generators, suppliers, tariff and eligible buyers of electricity, to transfer and distribute the electricity through the distribution network in a transparent and non-discriminatory way,
- c) issue the electric power and other consents within their competence, prescribe technical conditions for connection to the distribution network, check the technical harmonization of the end user subject connection with the initial power consent requirements and contract on the connecting, and verify harmonization of the design documents with the technical conditions for connecting, and in a explicit request of end user, make the connection design to the distribution network,
- d) maintain, make replacement and verification (inspection and calibration) of the metering devices, pursuant to the technical and metrological regulations and requirements,
- e) secure delivery of electricity and services for end users pursuant to the law, REGULATORY COMMISSION regulations, technical regulations and standards, and contracts concluded,
- f) keep regular records on limitations and terminations of delivery of electricity, which can be the basis to determine the duration and reasons for interruption or limitations in delivery of electricity and properly put in file and keep the documents pursuant to the regulations,
- g) read electricity meters of end users and keep and update the data related to the metering,
- h) maintain the service central for offering information, receipt and handling of disputes and complaints, and providing support and advice for the network users,
- i) act on complaints of end users pursuant to the General Conditions requirements

- j) following the written application of end user, to submit the answer in writing on the level of quality of the electricity supply at its metering point,
- k) develop distribution grid rule and submit it to REGULATORY COMMISSION for approval as well as amendment pursuant to the law,
- l) establish and maintain the service centre for end users protection, offering information, support and counseling of end users,
- m) reimburse end users for damages resulting from the non-founded termination of delivery of electricity and delivery of electricity of low quality,
- n) make contract for regulation of relationships with distribution network users and clear guidelines and templates for actions of customers and generators in realization of their rights and obligations and make them available to customers and generators in an appropriate way,
- o) Make the regulations related to access and use of distribution network, as well as the list of all suppliers of eligible customers available to network users.

**Article 10**  
**(Obligations of the Supplier)**

Supplier is obliged to:

- a) offer the contract on supply and deliver it to end users with free of charge,
- b) Conclude contract on supply with end user being supplied with electricity and regulate the network use with distributor in cases prescribed by General conditions,
- c) calculate, invoice and charge for the electricity consumed,
- d) store and update the data related to calculation and payment of bills or any other necessary data as it was prescribed,
- e) keep regular records on limitations and terminations of supply of electricity which can be used as basis for determination of reasons and duration of limitation of interruption, pursuant to the regulations,
- f) maintain the service centre for offering information, receipt and settlement of disputes and complaints, support and counseling of end users, independently or in cooperation with Distributor,

- g) provide an appropriate way of submission of all notices addressed to end users,
- h) act on complaints of end users pursuant to the General conditions,
- i) provide end users with electricity and services pursuant to the REERS regulations, technical criteria, established norms and standards and concluded contracts and
- j) Reimburse the end users for the damage caused by the non-founded termination of the electricity supply,
- k) Develop clear guidelines and forms for actions of end users in realizing their rights and obligations related to the electricity supply and make them available to customers appropriately,
- l) make the regulations related to the electricity supply available in an appropriate way;

**Article 11**  
**(Obligations of the end user)**

- (1) For the purposes of regulating relations with Distributor and supplier, a new end user is obliged to:
  - a) submit an application for issuance of the electric power consent pursuant to the General Conditions provisions,
  - b) submit an application and conclude the contract on connection with distributor;
- (2) The end user is obliged to the following:
  - a) To conclude the contract on supply with supplier and contract on access with distributor, unless provision on the network access have been regulated by the contract on supply;
  - b) to regularly and timely pay for the electricity taken,
  - c) to provide normal access to the property, measuring devices and installations for authorized persons of the distributor,
  - d) to maintain the installations and equipment in a proper condition,
  - e) to make reimbursement of the damage to distributor, caused by non-authorized actions or irregularities devices or unfavorable response of its devices to the distribution network;

- f) to prevent metering devices, which are on its location, from non-authorized access,
- g) to timely cancel the usage of connection and register other changes related to the connection and
- h) Inform the distributor on irregularities and noticed changes at the connecting and metering devices.

## **Article 12 (Obligations of generators)**

Generator of electricity connected to the distribution network is obliged to:

- a) before connecting new generation structure or change of capacity of the existing structures, to submit an application for issuance of the electric power consent to the distributor,
- b) to submit an application and conclude a contract on connection which will regulate the construction of connection and connection of structures to the electric power system, and installation of metering devices pursuant to the electric power consent requirements,
- c) to conclude the contract on access to the network with distributor and have an access to the network pursuant to the contract on the sale of electricity;
- d) to develop operational guidelines on the plant operation, in agreement with distributor,
- e) to enable authorized persons of distributor to have an access and reading of the measuring devices,
- f) to prevent metering devices of its own from non-authorized access and
- g) to inform Distributor on possible damages at the measuring point and/or interruptions and damages at the generation units;

## **PART TWO - CONDITIONS FOR CONNECTION TO THE ELECTRIC POWER NETWORK**

### **CHAPTER I - ELECTRIC POWER CONSENT**

## **Article 13 (Competence for issuance)**

- (1) The electric power consent for connection of structures to the distribution network is issued by the licensee for distribution of electricity at the distribution area where the structures which are being connected, are located at.
- (2) At the request of the authority in charge for issuance of conditions for the spatial planning, the distributor issues the consent for location.

**Article 14**  
**(Necessity to obtain the electric power permits)**

- (1) The electric power consent is obtained for each individual connection of the structure to the distribution network which is connected for the first time to the distribution network, namely for the structure which was disconnected from the distribution network for more than five years;
- (2) If the connection has several metering points, the owner of the structure or investor may obtain one electric power consent which contains data on the connecting capacity and other necessary data for each individual metering point
- (3) A new electric power consent is obtained if at the request of the existing network user, the connection parameters are changed based on which the previous electric power consent was issued, as follows:
  - a) change of the connecting capacity,
  - b) change of the connection,
  - c) change of technical characteristics of the end user's devices that have the remarkable feedback on the distribution network,
  - d) merging several metering points into one metering point,
  - e) division of the metering point into several metering points and
  - f) change of purpose of consumption of electricity;
- (4) When it is about reconstruction or replacement of the structure which was connected to the distribution network, the end user is not obliged to obtain a new electric power consent, except in cases referred to in paragraph (3) of this Article.
- (5) When it is about changing or reconstructing the connection at the request of distributor, distributor issues the appropriate declaration on the connection to the network use which contains data on the executed condition.

**Article 15**

**(Structure which is issued the electric power consent)**

- (1) The electric power consent is issued at the request of the owner of the structure or investor before issuing the approval for construction.
- (2) In case of change of ownership of the structure, the issued electric power consent for such a structure shall be valid.

**Article 16**

**(Application for issuance of the initial electric power permit for the structures of the end user from the category of households)**

- (1) The application for issuance of the electric power consent for connection of the end user structure from the category of household to the distribution network contains the following data and evidences on the following:
  - a) the applicant,
  - b) zone-planning consent or other evidences on the location, type and purpose of the structure,
  - c) required connecting capacity,
  - d) planned (estimated) installed capacity and type of the device,
  - e) estimated annual consumption of electricity and consumption per months,
  - f) the period when it is estimated connection of the structure to the network,
  - g) proposed method which will be used to connect the structure to the distribution network(surface, underground, one-line, three-line connection),
  - h) payment of the fees of the costs for the consent issuance and
  - i) other technical data and documents necessary for issuance of the electric power consent;
- (2) Apart from the data referred to in paragraph (1) of this Article, when the request is submitted by the existing end user, the following evidences and records and submitted:
  - a) location of the metering point and type of measuring for the electricity delivered and
  - b) possible readiness of the electrical installation for remote control of consumption applying some of the remote control systems;

**Article 17**

**(Application for issuance of the initial electric power permit for the structures of end user from the category of other consumption at low voltage and public lighting)**

- (1) The application of issuance of the electric power consent for connection to the distribution network for structures of end users from the category of other consumption at low voltage contains data referred to in Article 16 of General Conditions and may also contain the following data and evidences on:
- a) special devices or equipment of end user (engines of higher capacity, method of commissioning, converting devices and other devices which may have negative feedback on the network),
  - b) foreseen regime of consuming electricity (work in shifts, seasonal work, number of working days in a week etc),
  - c) maximum time for renewal of electricity supply after the outage (non-planned interruption), acceptable for end user,
  - d) the installed capacity of the device consuming energy and maximum concurrence capacity of the structure;
- (2) The application for issuance of the electric power consent for connection of the end user structures from the category of public lighting to the distribution network contains data referred to in Article 16 of General conditions and may also contained data referred to in paragraph (1), point (c) and (d) of this Article.

**Article 18**  
**(Application for issuance of the electric power permit for the structures of end users at medium voltage)**

The application for issuance of the electric power consent for connection to the distribution network for the structure of end user at medium voltage contains the data referred to in Article 16 and Article 17 and may contain the following data and evidence on:

- a) harmonization with developmental plans and conditions which are related to the electric power structures,
- b) estimate on feedback of structures and installations of the end user on the distribution network and
- c) other information which is related to the applicant, its activities, power elements of his installations and devices, conditions of work etc so that necessary elements can be defined for determination of definition and characteristics of the consuming point and properly make complete power analysis for certain handover point.

**Article 19**  
**(Application for issuance of the initial electric power permit for generation facilities)**

(1) The application for issuance of the electric power consent for connection of the generation facility to the distribution network contains the following data and evidences on:

- a) the owner of the electric power structure,
- b) types of the primary sources of energy,
- c) voltage level which the structure is connected to,
- d) number of generators,
- e) nominal capacity per generator, nominal factor of capacity,
- f) total nominal capacity of the plant,
- g) nominal active and reactive capacity per generators and total,
- h) foreseen annual generation per months,
- i) the supplying sources of their own,
- j) maximum capacity which the plant takes from the network,
- k) one-line diagram of the plant,
- l) type and structure of the measuring point,
- m) type of protection of the generator and accompanying transformers,
- n) the base for calculation of the current of short-circuits at the connecting points to the distribution network,
- o) the foreseen time of connection to the network,
- p) the evidence on the fee payment for issuance of the permit,
- q) the certificate from the cadastral plan with the structure marked which the permit issuance if requested for and
- r) other data or documents which are necessary for issuance of the permit

**Article 20**  
**(Standard forms of application and electric power permits)**



- (1) Distributor is obliged to make standard forms of application for issuance of the initial and permanent electric power permits and standard forms of the electric power permits for some electric power structures.
- (2) Distributor is obliged to develop and publish the guidelines on the method, terms and conditions for connection of the end user and generator' structures to the distributio network.
- (3) Standard forms and guidelines should be available at the website of Distributor and service center for end users.
- (4) Distributor is obliged to instruct end users, free of charge, particularly those from the category of household, on the method of submission and filling in the application for issuance of the consent and conclusion of the contract on connection.

#### **Article 21**

##### **(Deadline and method of issuance of the electric power permit)**

- (1) Distributor decides about the application for issuance of the electric power permit pursuant to the Law provisions on general administrative proceeding, no later than 30 days from the date of submission of the application.
- (2) Decision on application is made in the form of ruling, while the standard form of the electric power permit is an integral part of Decision, which is necessarily stated in the Decision wording.
- (3) The Ruling on the electric power permit contains necessarily contains the guidelines on the legal means as well.

#### **Article 22**

##### **(Content of the electric power permit)**

- (1) The electric power permit contains the following data and energy and technical requirements which should be met by the planned electric power structure of the network user before connecting to the distribution network and are as follows:
  - a) details of the applicant,
  - b) general details about the structure which the electric power permit is issued for,

c) electric power and technical requirements:

- 1) supplying voltage,
- 2) installed capacity of the electric power structure,
- 3) approved peak capacity,
- 4) connecting capacity,
- 5) purpose of using electricity, category of consumption and tariff group of customers;
- 6) Capacity factor ( $\cos^{\varphi}$ ) at the peak load,
- 7) possible annual consumption/generation,
- 8) allowed feedback on the network;
- 9) type of the connection and place where the connection is connected to the distribution network;
- 10) lines to be constructed as a part of the distribution network (if the construction is needed),
- 11) transformer stations (if the construction is needed),
- 12) composition and location of the measuring device,
- 13) type of the protection and control devices,
- 14) surge-protection and safety measures for men,
- 15) method of the consumption management,
- 16) supplying sources of its own,
- 17) value of the current of the earth connection and capacity of the short-circuit in the connecting point to the distribution network,
- 18) obligation of installation of the under-frequency protection (for buyers at middle voltage),
- 19) plant type,
- 20) installed capacity of the plant,
- 21) number of generators and

- 22) other details which are necessary for designing and provision of the appropriate documents,
  - d) method and condition of the facility control,
  - e) conditions of the facility usage,
  - f) validity of the electric power permit and conditions for the network user to obtain a new electric power consent,
  - g) information on the necessity for the contract conclusion on connecting and the time when connecting to the network is foreseen,
  - h) program of the necessary inspections of the electric power facilities and installations of the network user before connecting and
  - i) other conditions defined in the standards, technical recommendations of Distributor, Distribution grid rules and General Conditions
- (2) The electric power consent, for the connection of the structure which has several metering devices, contains the data on the connecting capacity and other necessary data for each metering point.
  - (3) Data referred to in paragraph (1) and (2) of this Article which is not applicable for certain network user should not be contained in the electric power permit/

**Article 23**  
**(Validity and period of keeping the electric power permit)**

- (1) Validity of the electric power permit is not limited.
- (2) Validity of the electric power consent exceptionally can be limited if there are justified technical or some other reasons for that, prescribed by the issued electric power consent, including a possibility of prolongation if the reason of limit is eliminated.
- (3) The issued electric power consent ceased to be valid if:
  - a) the applicant does not conclude the contract on connecting within two years from the date of the decision issuance, whereby this term may be prolonged for two years more,
  - b) the network user permanently terminates the contract on access or
  - c) the structure of the network user has been constantly disconnected for the period of more than five years unless differently stipulated by the General conditions.
- (3) Distributor is obliged to keep the electric power consent and all additional amendment till the permanent dismantling of the connection, pursuant to the rules on archiving.

**Article 24**  
**(Electric power permit for temporary structures and sites)**

- (1) Electric power permit is issued for the temporary structures and sites.
- (2) The temporary structures, referred to in paragraph (1) of this Article, are considered to be structures (devices) which occasionally use electric energy, i.e. temporarily, but no longer than 18 months at one location, such as moving circuses, merry-go-round and other entertainment devices, moving kiosks of the seasonal nature, TV vehicle for advertisement, concrete mixers, camp vehicles and similar.
- (3) The site, referred to in the paragraph (1) of this Article, is considered to the structure in construction which the Decision on approval for construction was issued for.

**Article 25**  
**(Application for issuance of the electric power permit for temporary structures and sites)**

- (1) Application for issuance of the electric power permit for connection of temporary structures and sites to the electric power network of Distributor, contains data and evidences on:
  - a) the applicant,
  - b) address, location, type and intention of the structure,
  - c) purpose of consumption of electricity,
  - d) period of disconnection,
  - e) total installed capacity of the structure and peak load and
  - f) method of connecting,
  - g) payment of costs for issuance of the electric power consent
- (2) Application referred to in paragraph (1) of this Article is submitted in the original form of Distributor.
- (3) The application for issuance of the electric power consent is submitted along with the approval of the respective authorities determining the location, type and purpose of the structure when obtaining of such an approval was prescribed.

**Article 26**  
**(Complaint on the Decision on the electric power permit)**

- (1) Applicant may lodge a complaint to REGULATORY COMMISSION on the Decision on electric power permit within 15 days from the day Decision was received.
- (2) Complaint is lodged through Distributor which made Decision on electric power permit and which is obliged to treat the complaint pursuant to the provisions of the general administrative proceedings
- (3) REGULATORY COMMISSION decides on the complaint within 60 days from the day the complaint was received with necessary documents, pursuant to the provisions of the Rule book on public hearings and settlement of disputes and complaints.

**Article 27**  
**(Fulfillment of electric power permit requirements)**

- (1) Electric power and technical conditions prescribed by Distributor in the electric power permit are binding for the network user and cannot be modified during the construction of new or reconstruction of the existing facility without approval of Distributor.
- (2) Distributor prescribes which conditions from the electric power consent may be modified without issuing a new consent, as well as the reasons for such modification.

**CHAPTER II - CONNECTION TO THE ELECTRIC POWER NETWORK**

**Article 28**  
**(Connection of the structure of the network user to the distribution network)**

- (1) Electric power structure of the network user is connected to the distribution network through connection
- (2) The connection types in a sense of their standardization and adaptation to as many users as possible (standard connection), namely their specific characteristics for some network users (non-standard connection) as well as different types of realization of these connections are determined pursuant to the methodology for determination of the fee for connection to the distribution network (hereinafter Methodology) and approved by Decision on determination of the fee for connection to the distribution network (hereinafter Decision on determination of the fee)

- (3) The standardized realization, namely type of the connection is the base for defining technical requirements of the electric power consent and for conclusion of the contract on connection.
- (4) The connection line of end user is performed by steady conductor from the connection point to the metering point except for connecting end user on medium voltage whose metering point is located on the low voltage side of the substation X/0.4 kV.

#### **Article 29**

##### **(Number of connection at the structure of the end user)**

- (1) One structure as a rule has one connection.
- (2) Exceptionally, in a case when the structure has several business-residential unit, the connection of the structure may be done with several connections, provided that such execution is technically and economically justified.
- (3) If the structure, for the safety of supply, has more than one connection executed from one or more electric power structures of Distributor, Distributor concludes one contract on connection with end users.
- (4) If the structure has one accounting metering point for registration of the common consumption of electricity when it is about devices such as lift, light in the corridor, antenna, well-pump and similar, such metering point is treated as a special connection or as a part of the group standard or non-standard connection with special metering point pursuant to the Methodology.

#### **Article 30**

##### **(Connection of the temporary structures and sites)**

- (1) Connection of the site is a rule executed as a part of connection of the temporary structure of the end user.
- (2) In a case referred to in paragraph (1) of this Article, the contract on connection determines the equipment, works and value of the site connection which will be used as a part of connection of the permanent structure, for the purposes of calculation of fee for connection of the permanent structure.
- (3) Distributor is obliged to disconnect from the network the connection of the site and temporary structure which is not used for the purposes it was built for.
- (4) The connection of the site which was not executed as a part of the permanent structure and connection of the temporary structure, should be removed by the owner on his own expenses no later than seven days from the day the purpose is no more valid which the connection was built for.

#### **Article 31**

##### **(Responsibility for designing, connection checking and connecting)**

- (1) Connection designing is carried out by Distributor or other authorized organization according to technical requirements from the electric power consent and technical standards.
- (2) Design for construction of the connection contains also specification of costs of designing, material and works for execution of the connection.
- (3) Distributor is responsible for construction of the connection pursuant to the Contract on connection.
- (4) Distributor is obliged to solve property-legal relations and obtain necessary documents related to the realization of the connection.
- (5) The network user, which intends to connect its structures to the distribution network, is obliged to provide distributor with the official duty when it is about immovable property in its property, provide him with normal construction and maintenance of the connection and help him solve property-legal relations if requested by the distributor.
- (6) Construction of the non-standard connection is regulated by contract on connection based on the design and fee for connection with the non-standard to the distribution network pursuant to the Methodology and Decision on determination of the fee, while Distributor may exceptionally hand over construction of the connection or a part of the connection to the network user/investor which structures are connected to the network.
- (7) While constructing the standard connection, a part of works (earth and civil works), Distributor may hand over to the network user/investor, reducing the fee for connection for the appropriate amount, as stipulated by the contract on connection.
- (8) If the construction of the site is not executed as a part of the connection of the permanent structure and in a case of connection of temporary structures, distributor retains its right to dismantle the temporary constructed structure, once it is no more needed to use it, under the conditions and in way defined by the Contract on connection.
- (9) Monitoring of execution, technical inspection and final verification of harmonization of the connection with requirements referred to in the electric power consent and contract on connection and connection of the structure to the distribution network are exclusively in charge of Distributor.

**Article 32**  
**(Term of the connection construction)**

- (1) The term for construction of the connection of the network user is as follows:
  - a) for connection at the low-voltage network when it is necessary to construct the medium voltage line and sub-station X/0,4 kV as stated in the Contract on connection and
  - b) for connection at the medium-voltage network as stated in the contract on connection.

- (2) The term referred to in paragraph (1) does not include the terminations in actions which distributor could not affect (obtaining of necessary consents, settlement of the property-legal relations, force majeure, what the distributor is obliged to timely inform the network user about)

**Article 33**  
**(Connection of the structure)**

- (1) Distributor connects the structures of end user once the following conditions are met:
- a) connection construction finished,
  - b) approval for construction obtained (for the structures which the issuance of approval for construction was prescribed by the law),
  - c) electrical installations of the structures executed pursuant to the technical regulations and standards, proven by the certificate on the regularity of installations issued by the authorized person,
  - d) contract on the electricity supply and access to the network concluded;
- (2) Deadline for connection of the end user structure to the low-voltage network cannot be longer than 15 days from fulfillment of obligations referred to in paragraph (1) of this Article.
- (3) If the network user has concluded the contract on supply/delivery after the foreseen term for connection in the contract on connection, supplier informs distributor accordingly and arranges a new date for connection of the network user' structure.
- (4) If distributor fails to realize connection within the prescribed term as referred to in paragraph (2) of this Article, he is obliged to pay penalties to the customer for delayed connection and connect the structure without delay.
- (5) The amount of the penalty for each day of delay is eight hours multiplied by the price of the norm-hour of the worker of the highest qualification engaged by distributor while executing the connection and, according to which the fee for connection for that type, namely connection, was calculated.
- (6) If the customer did not provided distributor with a possibility to connect the structure, distributor charges him the costs and informs him about the date when the connection is to take place, while a new term for connection cannot be longer than 10 days counting the initially determined term.

**Article 34**  
**(Connection of the structure in the testing period)**

- (1) The structure of end user/generator may be temporarily connected at the request of investor to the electric power network for the purposes of testing structure during the testing period.



- (2) Distributor/supplier and network use regulate, by contract, the use of network and delivery, namely taking over of electricity during the testing period.
- (3) The application for temporarily connection is submitted along with the statement on taking over of responsibility during temporarily connection of the structure in the testing period by the investor.

### **Article 35 (Declaration on connection)**

- (1) Having connected the structure of the network user, distributor develops declaration on the connection which contains data on characteristics of the executed connection which are related to:
  - a) connecting capacity,
  - b) type of the connection,
  - c) place in which the connection is connected to the distribution network,
  - d) supplying point,
  - e) identification of the metering point,
  - f) main fuses or limits of capacity (current),
  - g) category of consumption and group of customers,
  - h) modifications during execution of the connection compared to conditions referred to in the electric power consent and
  - i) other data important for identification of the connection.
- (2) Distributor submits to the network user declaration on the connection referred to in paragraph (1) of this Article for each metering point and keeps it till final dismantling of the connection.

### **Article 36 (Connecting capacity)**

- (1) The end user, which structure is connected to the low-voltage distribution network which capacity charge is not determined by metering, is approved the connecting capacity which corresponds to the product of the nominal intensity currencies of main installation fuses or devices for limit of the capacity and rated voltage in the supplying point.
- (2) With end user, from the category of other consumption at low voltage which was approved the three-line connection with the connecting capacity of more than 63 A, installation of equipment for metering peak capacity is necessary.
- (3) The end user from the category of consumption of households may be approved the three-line connection with the connecting capacity of maximum 63 A, namely one-line connection with the connecting capacity of maximum 11,5 kW except end user who was allowed by the tariff system to have the consumption of electricity calculated at tariff

- rates for the category of consumption of household and which according to purpose of consumption does not belong to this category.
- (4) Exceptionally, distributor may temporarily limit the value of the connecting capacity to the lower than requested, if there are justified reasons in the network.
  - (5) Distributor may, in case referred to in paragraph (4) of this Article, limit the value of the connecting capacity for end user from the category of households to the value which is not lower than:
    - a) 8,1 kW for the one-line connection,
    - b) 17,3 kW for the three-line connection.
  - (6) The connecting capacity for end users whose capacity charge is determined by measuring, is determined on the basis of the peak capacity which is determined (calculated) while issuing the electric power consent, namely conclusion of the contract on connection based on the characteristics of consumption of the energy devices of user and which cannot be lower than the maximum one-time average 15-minute capacity to be engaged by the energy devices of the customer.
  - (7) If end user, whose capacity charge is determined by measuring, engages the capacity which is more than the one approved by the electric power consent, he is obliged to, having been warned by Distributor, bring the engagement of the capacity to the allowed limits and file an application for issuance of new electric power consent.
  - (8) In case as referred to in paragraph (4) of this Article, Distributor is obliged to make timetable for removal of limits, inform the end user on the plan and remove limits in the network within the planned term.

### **Article 37** **(Fee for connection)**

- (1) For connection of a new structure to the distribution network and increase of the connecting capacity of the existing structure, the network user pays the fee for connection to distributor.
- (2) The fee for connection of the structure includes;
  - a) fee for construction of the connection, including equipping measuring point with measuring devices and
  - b) fee for providing conditions for connection through increase of the distribution network capacity
- (3) Amount and structure of the fee for connection is determined on the basis of the kind and type of connection, design and standardization of the connection elements, capacity charge, costs of designing, procurement of equipment and material and construction of the connection and other technical characteristics and costs of connection, everything pursuant to the Methodology.
- (4) For connection of the plants of the installed capacity of up to 10 MW which were planned, namely designed to use renewable energy sources or efficient co-generation:

- a) distributor develops on his own expense, the analysis of possibilities and conditions for connection and project of necessary modifications at the existing network for the purposes of providing conditions for the plant connection and
  - b) investor bears real costs of non-standard connection to the distribution network till the point in which the connection is connected to the distribution network and real costs of necessary modifications at the existing network;
- (5) For the plants, other than those referred to in paragraph (4), costs of the analysis of possibilities and conditions for connection, and project of necessary modifications at the existing network for the purposes of providing conditions for connection and real costs of the non-standard connection to the distribution network till the point in which the connection is connected to the distribution network and real costs of necessary modifications at the existing network is borne by investor.
- (6) With connection of temporary structures and sites, a part of the fee for connection which is related to providing conditions for connection is not calculated.

### **Article 38**

#### **(Connection of more capacity than needed for the network user)**

- (1) Distributor may construct the connection line of higher section than pertaining typical connection line which is appropriate for the network user pursuant to the technical rules of distributor (standard executions of the connection elements) and decision on determination of the fee, whereby the distributor bears additional costs for the construction of the connecting line of more capacity.
- (2) Network user may take obligation to bear all additional costs or a part of the additional costs referred to in paragraph (1) of this Article and in that case he is entitled to reimbursement of those costs from distributor following dynamics and conditions as defined by the contract on connection.
- (3) Network user is entitled to, as alternative to the right referred to in paragraph (2) of this Article, divide costs of construction of the non-standard connection of more capacity with new network users which structures are additionally connected to that connection as defined by Article 40 of General conditions.

### **Article 39**

#### **(Payment of the fee for connection)**

Fee for connection is paid in a way as determined by the contract on connection, whereby distributor cannot condition the contract conclusion with payment conditions, unfavorable for end users from the following:

- a) at most 50% of the fee amount is paid within eight days from the date of conclusion of the contract on connection, and the rest following the range and dynamics of the connection construction till connection and
- b) payment term of the total amount of the fee, in case of connection referred to in Article 32 paragraph 1, point a and no earlier than 15 days before the date of connection determined in the contract on connection.

**Article 40**  
**(Indemnification of network user)**

- (1) For each individual non-standard connection which has such technical characteristics that may be used as a part of connection for additional connection of structures of new network users, including non-standard connection referred to in Article 38 of General Condition, distributor registers data on the network user which structures were connected to the network through the non-standard connection as well on the paid amount of the fee for connection in a part which is related to construction of the connecting line according to the types of costs which the fee is based on and about new network users which structures were additional connected through the same connection.
- (2) Costs which the fee is based on, identified for the purposes of indemnification of network users that participated in financing of the connecting line by new users of that line are divided into two groups:
  - a) the first group consisted of costs which mostly do not depend on the connecting capacity and are related to the costs of obtaining consents and providing rights for the land, costs of designing and construction of the civil-structural part of the connecting line and other construction infrastructure on the path of the connecting line and
  - b) the second group consisted of those costs dependable on the connecting capacity, and are related to the costs of designing, procurement and installation of the electrical equipment (underground and surface conductors, connecting and protection equipment, etc)
- (3) For each new network user whose structures are connected through the constructed non-standard connection in the period of up to 7 year from the connection date of the structure of the first end user, distributor charges a part of the fee for construction of the connecting line which represents indemnification for the existing end users in a way that a new connection user pays a part of costs of construction of the connecting line of the non-standard connecting applying the formula:

$$O_n = \frac{C_1}{n} \times \frac{l_n}{l_1} + C_2 \times \frac{l_n}{l_1} \times \frac{P_n}{\sum_1^n P_i}$$

Whereby:

$O_n$  Indemnification paid by a new  $n$ /user of the non-standard connection to the previous end users that took part in financing of the connection construction,

$C_1$  The first group of costs of construction of the connecting line of the non-standard connection which depends on the construction infrastructure on the path of the connecting line

$C_2$  the second group of costs of the construction of the connecting line of non-standard connection which depends on the connecting capacity of the structures which are being connected (underground and surface conductors etc),

$n$  Number of users of the same non-standard connection

$l_n$  Length of the connecting line of the constructed non-standard connection which use  $n$ -user,

$l_1$  Total length of the connecting line of the constructed non-standard connection,

$P_n$  Connecting capacity of the  $n$ -user

$P_i$  Connecting capacity of all users connected through the same non-standard connection,

- (4) In case that the network user that is additionally connected through the non-standard connection referred to in paragraph (1) does not use parts of the connecting line which are related to electrical equipment (underground and surface conductors, connecting and protection equipment and similar), he is not obliged to participate in reimbursement of costs referred to in paragraph (2) point b of this Article, namely  $C_2$  costs
- (5) In case when  $n$ -user of the connection participates in reimbursement of costs referred to in paragraph (2) point b) of this Article and if its length  $l_n$  is less than half of the length  $l_1$  while calculating these costs it is taken that the length  $l_n$  amounts to the half length  $l_1$ .
- (6) Distributor allocates indemnification paid by a new  $n$ -user in the favor of earlier ( $n-1$ ) end users proportionally to the share of each of them in financing construction of the connecting line.
- (7) Distributor is obliged to provide, within the scope of its competences, fulfillment of liabilities resulting from provisions of this article.

## Article 41

### **(Ownership over connection and handover of the connection to Distributor)**

(1) The structure connection of a new network user to the distribution network is fixed asset of Distributor.

(2) Distributor is in charge of maintenance of the connection referred to in paragraph (1) of this Article, replacement of old parts and those ones which are being replaced by new and contemporary ones on its own expense, and is in charge of its regularity.

(3) Distributor is obliged to offer the existing end user handing over of the existing constructed connection to be its property.

(4) The existing network user/generator may offer the constructed connection to be property of distributor.

(5) The existing network user, which hands over the connection to distributor which capacity is more than needed for him, is entitled to indemnification pursuant to provisions of Article 38 of General Conditions, if applicable.

(6) If existing network user does not hand over the constructed connection to fixed assets of distributor, he is obliged to bear costs of maintenance, as well as costs of replacement of old parts and those parts which are replaced by new and contemporary, what he is informed about in writing by distributor.

(7) Network user who does not hand over the connection over to the fixed assets of Distributor cannot dispute connection of structure of a new network user to distributor through its connection.

(8) In case of additional connection of structures of new network users to the connection referred to in paragraph (7) of this Article, network user is entitled to indemnification from new network users pursuant to provisions referred to in Article 40 of General Conditions, unless differently regulated between distributor and network user.

### **Article 42 (Content of the Contract on connection)**

(1) Connection contract is concluded at the request of the network user who was issued the electric power consent.

(2) Distributor prepares contract on connection based on the issued electric power consent and informs another party before concluding the contract on all relevant elements of the contract and possibility to choose a connection type, method of payment and similar.

(3) Distributor is obliged to conclude a contract on connection with investor of the structure/network user before constructing connection to the distribution network.

(4) Contract on connection regulates the construction of connection, procedure and terms of connection, method of payment and other details regarding connection and connecting, pursuant to General Conditions and Methodology and Decision on determination of the fee, so that the contract on connection contains as follows:

- a) Data on contracting parties, date of the contract conclusion, mutual informing, method of settlement of disputes and reasons for break of contract,
- b) name of the structure which is connected to the electric power network and location,
- c) number of the electric power permit and date of issuance,
- d) technical elements of the connection harmonized with conditions from the initial electric power permit
- e) conditions related to separation of liabilities of distributor and investor/network user while constructing connection, if applicable
- f) amount, terms and condition of payment of the fee for connection,
- g) conditions and method of payment of construction of the non-standard connection of more capacity than needed for the network user, if applicable
- h) ownership over the connection,
- i) maintenance of connection,
- j) deadline for construction of the connection and term of connecting,
- k) other provisions harmonized between contracting parties

**Article 43**  
**(Complaint regarding conclusion of the contract on connection)**

- (1) End user or generator may lodge a complaint to REGULATORY COMMISSION regarding conclusion of the contract on connection within 15 days from the date the offered contract is received.
- (2) Complaint is submitted through distributor that is obliged to act on the complaint pursuant to provisions of the Law on general administrative proceedings.
- (3) REGULATORY COMMISSION decides on the complaint within 60 days from the date the complaint is received on all necessary documents, pursuant to provisions of the Rule on public hearing and settlement of disputes and complaints.

**Article 44**  
**(Non-authorized connection)**

- (1) Non-authorized connection is considered to be any connection of the structures of end user/generator to the electric power network which was not carried out by Distributor.
- (2) If end user carries out non-authorized connection, Distributor is entitled to submit the application for initiating the criminal proceedings at the competent court, and to disconnect, in an appropriate way, non-authorized connection of end user.
- (3) End user who was connected in an authorized way bears the costs of the electricity taken in a non-authorized way as well as the costs of disconnecting and possible re-connecting.

PART THREE - DELIVERY AND SUPPLY OF ELECTRICITY

CHAPTER I - ACCESS TO THE NETWORK

**Article 45**  
**(Access to the network)**

- (1) Distributor, who was issued the license for distribution of electricity distributes electricity to end users and takes over electricity from generator which structures are connected to the distribution network at certain distribution area.
- (2) Distributor is obliged to provide distribution network users with access to the network without giving advantages or discrimination, pursuant to the law, general conditions, technical regulations and standard, at tariff rates for distribution system users.
- (3) Distributor may refuse the access to the network if there are technical and operational limits in distribution network, complying with timetable of submission of applications for the access to the network and equal relation for all applicants.



- (4) Licensee that was refused the access may lodge a complaint to REGULATORY COMMISSION within 15 days from the date decision of distributor is received.
- (5) Distributor is obliged to conclude the contract on access to the network with end users provided that there are no limits referred to in paragraph (3) of this Article.
- (6) Distributor cannot refuse the conclusion of a new contract on access with the network user that did not settle the amounts receivable based on another contract on access or based on the contract on access which is no more valid.
- (7) Contract on the access to the network is concluded on indefinite period with end user and generator that was issued the electric power consent, except for temporary structures and sites.
- (8) Access to the network for tariff customers from the category of consumption of households is regulated by the supplier of tariff customers based on the contract on supply which contains necessary provisions on the access to the network.
- (9) Access to the network for tariff groups from the category of other consumption at 0,4 kV, tariff customers at medium voltage, eligible customers and generators may on behalf of them and for the account of them be provided by the supplier, namely trader, while distributor is obliged to provide them with such a possibility.

**Article 46**  
**(Contract on access to the network)**

- (1) The network usage is regulated with the contract on access.
- (2) Contract on access to the network necessarily contains:
  - a) Data on the contracting parties,
  - b) subject of the contract,
  - c) number and date of the concluded contract on connection,
  - d) the capacity approved by the initial electric power consent,
  - e) data on measuring point and components of the measuring device,
  - f) conditions for access to the measuring point, devices and installations in structures of the end user and conditions and method of reading of metering devices,
  - g) method and address for submission of the bill,
  - h) quantity of electricity and capacity for delivery pursuant to the Contract on supply, approved deviations from the contracted quantities and way of acting in case of deviation from the contracted quantities,
  - i) quality of electricity in the supplying point,
  - j) category of consumption and tariff group of customers,
  - k) method of calculation and payment of fee for the network usage,
  - l) accounting period and provisions on interests,
  - m) liability for the damage made,
  - n) reasons for Distributor to limit access to the network,

- o) reasons for Distributor to limit or terminate delivery of electricity,
  - p) method of reporting, exchange of data and confidentiality of certain data obtained directly or indirectly during the contract realization,
  - q) method of the dispute settlement,
  - r) validity period,
  - s) termination of the contract and notice period;
- (3) Contract on access to the network with the end user, at middle voltage and generator of electricity apart from the provisions referred to in paragraph (3) of this Article, contains:
- a) level of the allowed feed-back of structures on the electric power network,
  - b) method of collection, checking and submission of measuring and accounting data and
- (4) Supplier using the distribution network for transport of electricity, for the consumption outside distribution area of Distributor, concludes the contract on access to the network with Distributor containing all necessary elements referred to in paragraph (3) and (4) of this Article.
- (5) Supplier of tariff customers, that is legally unbundled from Distributor, is obliged to with a contract with Distributor regulate access to the network for tariff customers which the contract was concluded with that regulated the usage of network as well.

For the end users whose capacity charge was determined by measuring, if the measured peak capacity in the accounting period is more than the approved peak capacity referred to in the electric power consent, calculation of the fee for the capacity is done on the basis of the measured capacity increased for the difference between the capacity measured and value of the approved peak capacity

#### **Article 47** **(Cessation of the Contract on access validity)**

- (1) Contract on access ceases in case of the following:
- a) change of ownerships over the structures of the end user,
  - b) death of end user, i.e. cessation of the legal person in the capacity of customer,
  - c) agreement between contracting parties and
  - d) cancelation of the contract,
  - e) expiry of the contract,
  - f) disconnection of the end user facility from the distribution network in the period which is longer than five years,

- g) in case of occurrence of circumstances for termination of the contract prescribed by the law;
- (2) In case of change of ownership over the structure, the previous owner is obliged to inform distributor respecting the notice period as stated in the Contract on the access and settle the liabilities occurred till handover of the structure.
- (3) New owner of the structure is obliged to conclude the contract on access before taking the structure into possession, namely before using electricity in that structure.
- (4) In case of change of ownership over the structure, in which the procedure referred to in paragraphs (2) and (3) of this Article has not been respected, for separation of obligations for network usage, the provisions of the sale contract may be used in case that meter condition is contained as the contracting provision.
- (5) If the sale contract referred to in paragraph (4) of this Article does not contain provisions on the meter reading, distributor concludes the contract on the access with new owner, while the initial condition of the meter is considered to the latest reading before the contract conclusion.
- (6) When the circumstances referred to in Article (1), point b) of this Article occur, until the successor is determined, i.e. legal successor, Distributor is obliged to keep on with delivery of electricity as long as the person possessing the structure regularly pays for all those, found and current duties, pursuant to the contract on access/supply. The person possessing structure, in case of conclusion of a special contract on access, is obliged to inform Distribution on occurrence of circumstances within 30 days from the day they occurred.
- (7) The successor, i.e. legal successor is obliged to conclude a new contract on access and regulate those duties occurred before the circumstances referred to in paragraph (1) point b) of this Article, no later than 30 days from the day the successor/legal successor is determined
- (8) When the contract is not concluded within the period referred to in paragraph (7) of this Article, or if the successor/legal successor does not accept obligations of his predecessor, Distributor may terminate delivery of electricity to the end user.
- (9) End user is obliged to inform Distributor in writing on his intention to terminate the Contract, taking into account the notice period determined in the contract on access.
- (10) Distributor may unilaterally terminate the contract on access only if end user does not comply with the contract requirements, after

the warning sent to the end user in writing and upon expiry of the notice period.

## **CHAPTER II - SUPPLY**

### **Article 48 (Supplying activity)**

- (1) Supply of tariff customers with electricity and eligible customers that are entitled to be supplied within the public service obligation system, including also the universal service pursuant to regulations at certain area is provided by the supplier who was issued the license for supply of tariff customers with electricity.
- (2) Supply of eligible customers with electricity on the territory of republic of Srpska and Bosnia and Herzegovina (hereinafter : BiH) is provided by :
  - a) licensees for trade and supply with electricity on the territory of BiH issued by REGULATORY COMMISSION and
  - b) licensee for supply with electricity of Tier II issued by FERC ;
- (3) Supplier of tariff customers is obliged to continuously supply end users with electricity, not giving advantages and without discrimination, pursuant to the law, General conditions and Tariff system, at the prices determined by tariff rates.

### **Article 49 (The right to the supplier of last resort)**

The eligible customer who is left without supplier, and it is not his own fault, is entitled to have the supplier of last resort in cases and in a way prescribed by the Rule on getting a status of eligible customer.

### **Article 50 (Conclusion of the Contract on supply)**

- (1) End user and supplier make contract on supply, for selling of electricity.
- (2) End user who has several measuring points, may, for each measuring point, conclude a special contract on supply, or, for more measuring points, conclude one contract on supply with identification of each measuring point.
- (3) Contract on supply on behalf of the group of tenant-owners or co-owners at one measuring point of common consumption, is concluded by the person authorized by the group or other co-owners.

**Article 51**  
**(Content of the Contract on supply)**

(1) Contract on supply between supplier and end user necessarily contains:

- a) Data on contracting parties,
  - b) subject of the contract,
  - c) the capacity approved by the initial electric power consent,
  - d) delivery point and measuring point,
  - e) quantity of energy and capacity with allowed deviations, a way of acting in case of deviations from the contracted quantities and monthly dynamics of handover (only for users whose capacity charge is determined by measuring), if applicable
  - f) address for submission of the bill,
  - g) conditions regarding quality of the electricity supply in the supplying point, determined by the General Conditions or increased level of quality,
  - h) category of consumption and tariff group of buyers which the buyer belongs to and accounting elements of the group per the tariff system (for tariff buyers),
  - i) unit prices of electricity (for eligible buyers),
  - j) Method of calculation and payment,
  - k) provisions on interests,
  - l) validity of the contract,
  - m) rights and obligations of the contracting parties, particularly regarding the change of the address, namely registration of metering point, reason and term for termination of delivery of electricity, complaint to the electricity bill and correction of the bill,
  - n) responsibility for the non-fulfillment, i.e. irregular realization of the contract duties,
  - o) provisions on access and use of the network, if the tariff buyer regulates the access through the supplier,
  - p) advice on settlement of disputes,
  - q) settlement of disputes
  - r) method of changes of electricity prices, and method for the supplier to inform the end user in case of changes of the price
  - s) reasons and deadlines for termination,
  - t) provision stipulating that for those issues which were not regulated by the Contract, it is applied the General Conditions provisions which the supplier shall make available to end users before concluding the contract and
  - u) cessation of the contract and notice period;
- c) The end user may require modification of the contracted amounts of electricity consumption with capacity metering no later than seven days before beginning of the next accounting period.

**Article 52**  
**(Cessation of the Contract on supply)**

- (1) Contract on supply ceases in case of:
  - a) change of ownership over the structure of end user
  - b) death of end user, i.e. cessation of a legal person in the capacity of end user,
  - c) agreement between the contracting parties
  - d) cancellation of the contract,
  - e) expiry of the period the contract was concluded for,
  - f) disconnection of the end user facility from the distribution network and
  - g) in case of occurrence of circumstances for cessation of the contract, stipulated by the law.
- (2) With occurrence of changes of ownership over the structure, the previous owner is obliged to inform the supplier respecting the notice period in the concluded contract on supply and settle liabilities occurred till the handover of the structure.
- (3) In case of change of the ownership of the structure, the meter reading is done on the day stated in the application of the end user, provided that the application was submitted no later than three days before the reading date stated in the application. If the application was not submitted on time, or the reading date is not stated in the application, the reading is done within three days from the day the application is received. Distributor is obliged to submit data on the completed reading to the end user and its supplier.
- (4) Based on data on the meters' reading, referred to in paragraph (3) of this Article, the end user that gave over the facility cannot be charged for the liabilities at such a metering point.
- (5) New owner of the structure is obliged to conclude the contract on supply before the handover, i.e. before consuming electricity in that structure.
- (6) In case of change of ownership over the structure, whereby the procedure referred to in paragraphs from (3) to (5) of this Article was not respected, for the purposes of separation of the obligations for the electricity taken, it is possible to use the Contract on sale provisions, in case that the balance of meters is contained as the contracting provision.
- (7) In case that the Contract on sale referred to in paragraph (6) does not contain the provisions on reading, the supplier may conclude a contract on supply with new owner whereby the new owner is obliged to pay, in the first accounting period a part of the taken electricity, proportionally to the number of days from conclusion of the contract on sale till the first reading and number of days till the last reading of

meter before conclusion of the contract on sale till the first reading of the meter upon the conclusion of the contract on sale.

- (8) The person in the possession of the structure is obliged to inform the supplier on occurrence of circumstances referred to in paragraph (1) point (b) of this Article, within 30 days from the day of occurrence of those circumstance, till determination of the successor, namely legal successor, supplier is obliged to keep on supplying the structure of end users, as long as the person possessing the structure properly pays for the found and current obligations, pursuant to the contract on supply.
- (9) Supplier may ask the person in the possession of the structure to conclude a new contract on supply on definite period, until the successor/legal successor is appointed.
- (10) Successor, i.e. legal successor is obliged to conclude a new contract on supply and regulate obligations occurred before, no later than 30 days from the day the successor/legal successor was determined.
- (11) When the contract is not concluded within a prescribed period referred to in paragraph (10) of this Article, or if successor/legal successor does not accept obligations of the predecessor, the supplier may ask Distributor for disconnection of structures of the end user from the distribution network.
- (12) Supplier of tariff customers may unilaterally terminate the contract on supply only if the end user does not comply with provisions of the concluded contract, after the warning sent in writing to the end user and upon expiry of the notice period/
- (13) End user or its new supplier, authorized by end user, is obliged to inform distributor/supplier in writing on cancellation of the contact, respecting the notice period determined in the concluded contract on supply and settle obligations occurred before termination of the Contract on supply;
- (14) Notice period for the contract on supply of tariff customer is 15 days, and for the contract on supply of eligible customers is 30 days, counting from the day of informing other contracting party, unless another term is stipulated by the contract.

**Article 53**  
**(Refusal to conclude the contract on supply)**

Supplier cannot refuse to conclude a new contract on supply in the cases as follows:

- a) change of ownership of the facility with the metering point at which there is a debt for the electricity consumed of the previous owner of the facility,
- b) when the end user has a debt for the electricity used based on another contract on supply or based on the contract on supply which is no more valid and
- c) when the metering point of end user is disconnected from the electric power network for more than five years and which a new electric power consent is issued for.

**Article 54**  
**(Supply of the indirect customer)**

- (1) The indirect customer is a customer who, based on the contract concluded, takes electricity over the measuring devices of another end user, with the consent of Distributor and that end user.
- (2) If the requirements referred to in paragraph (1) of this Article are met, the indirect customer concludes the contract on supply with supplier (and access to the network, if applicable).
- (3) The indirect customer is charged for the electricity delivered, according to the category of consumption and group of customers that the end user belongs to, and for the voltage level which the end user structures are connected to, which the electricity is taken over.
- (4) If it is not provided the separate measuring of his consumption only, the end user is calculated the amount of electricity and capacity in a way that the total electricity and capacity, read at the metering devices of the end user, is reduced for the amount of electricity and capacity which was read at the metering devices of the indirect customer and possibly corrected for losses in transformation.
- (5) Delivered electricity and capacity of the indirect customer is measured with the appropriate metering set as it is the case with the end user and corrected to the electricity losses and capacity between metering point of the end user and metering point of the indirect customer metering, unless differently stipulated by the contract between the end user and indirect customer.

**CHAPTER III - CONTRACTS**

**Article 55**  
**(Types of the contract)**

- (1) The relations between distributor, namely supplier and end user and/or generator are regulated by contracts as follows:



- a) contract on connection which is concluded by distributor and customer or generator for the purposes of regulating connection of the end user structure or generator to the distribution network pursuant to the law and provisions of Article 42 of General conditions,
- b) contract on supply concluded by the supplier of tariff customers and tariff customer, namely licensee for supply and trade and eligible customers for the purposes of regulating sale of electricity pursuant to the law and provisions of Article 51 and 52 of General Conditions,
- c) contract on access concluded by distributor and network user for the purposes of regulating usage of the distribution network pursuant to the law and provisions of Articles 45 and 46 of General Conditions,
- d) Contract on Supply which contains necessary provisions of the contract on the access to the network concluded by the supplier and tariff customer from the category of consumption of households for the purposes of regulating sale of electricity and usage of distribution network pursuant to the law and provisions of Article 51 and 52 of General Conditions.

**Article 56**  
**(Handing over of contracts)**

- (1) End user may request handing over his contract on supply and contract on access to another end user for a definite period of time.
- (2) Supplier and/distributor may give its consent to such a contract and conduct it provided that:
  - a) the party which hands over contract settles all financial liabilities occurred before temporary handing over of contract,
  - b) end user which hands over the contract and the party which received the contract give their verified statement on the agreed settlement of future financial liabilities.
- (3) Change of provisions from the contract on supply and contract on the access referred to in paragraph (1) of this Article is only possible with approval of supplier and/or distributor and consent of the party which hands over and the party which received the contract.
- (4) The party giving and the party receiving the contract are obliged to inform the supplier and/or distributor on termination of the contract on handing over within three days from termination, and settle the financial liabilities occurred in a way and within the period which the supplier of the customer agrees with.

**Article 57**  
**(Contract forms)**

- (1) Distributor is obliged to develop standardized types of contracts on connection and contract on the access to the network.

- (2) Supplier is obliged to develop the standardized contract on the supply with electricity.
- (3) Contract forms on connection, access and supply have to be available at the website and call center of distributor/supplier, free of charge.

**Article 58**  
**(Contracts on the mutual relations)**

- (1) The relations between distributor, ISO, transmission company, supplier and generator and other participants in the electricity market are stipulated by special contracts.
- (2) The contract referred to in paragraph (1) of this Article includes:
  - a) method of mutual informing,
  - b) method of communication and exchange of data,
  - c) rights and obligations of the contracting parties,
  - d) proceedings at the accounting metering point,
  - e) economic relations between contracting parties and
  - f) other mutual relations.

**CHAPTER IV – SAFETY AND STANDARD OF THE SUPPLY QUALITY**

**Article 59**  
**(Safety of supply)**

Distributor and supplier provide safety of supply of electricity customers which is meant by:

- a) procurement, namely generation of electricity from generation capacities and from other suppliers with such a risk of availability of such energy which, under normal conditions except emergencies, is meant by supply of customers with electricity in the contracted/necessary quantities,
- b) providing development and maintenance of the appropriate distribution network pursuant to the needs of customers for electricity supply and
- c) operational reliability, in a sense of providing such insertion condition of the distribution system which provides a reasonable reserve in case of lack of availability of some system elements.

**Article 60**  
**(Standard supply qualities)**

- (1) Distributor and supplier are obliged to provide quality of electricity supply which is met by fulfillment of standards and criteria related to:

- a) quality of commercial services,
  - b) continuity in delivery of electricity and
  - c) quality of supplying voltage
- (2) Standard for the quality of the supplying voltage is meant by the nominal voltage level in the supplying point and deviation from the nominal values referred to in Article 62 of General Conditions, nominal values of frequency and allowed deviation from Article 63 of General Conditions and other characteristics of voltage (wave form, symmetrical phase values, etc) with the prescribed allowed deviations.
- (3) For development of general standards of the supply quality of customers with electricity, indicators referred to in Article 64 of General Conditions are used.

#### **Article 61**

##### **(Voltage levels and deviations from the nominal voltage)**

- (1) Nominal voltage levels of the transmission and distribution electric power networks for the alternate current of the nominal frequency of 50 Hz are pursuant to the standard voltage levels as defined by the standard IEC 60038.
- (2) Voltage deviations from nominal values in the supplying point are pursuant to the standard EN.
- (3) Distributor is obliged to make systematic follow up of the voltage level in the distribution network
- (4) Distributor is obliged to measure voltage in the supplying point at the request of end user and inform the end user on results of metering.

#### **Article 62**

##### **(Nominal frequency)**

- (1) Nominal frequency of the alternate current of the electric power network in Republic of Srpska is 50 Hz.
- (2) Allowed deviation of frequency from the nominal frequency under normal operational and technical conditions, pursuant to the Grid rules is  $\pm 0,5$  Hz.
- (3) Exceptionally, in case of more serious disturbances in operation of the electric power system, deviations of frequency is allowed for more than standard referred to in paragraph (2) of this Article, prescribed by the Grid rule.

#### **Article 63**

##### **(Indicators of the supply quality)**

- (1) Distributor is obliged to keep records of all interruptions of delivery of electricity and create an appropriate data base.

- (2) Distributor is obliged to keep records and create data base on indicators of the supply quality (quality of voltage, continuity of delivery, quality of commercial services, according to the form in Appendix 1 of General Conditions).
- (3) Supplier is obliged to keep records and create data base of indicators on quality of the commercial service, according to the prescribed forms of the Rule on reporting.
- (4) Data referred to in paragraph (1) of this Article are systematically collected, treated and kept.

**Article 64**  
**(Special delivery requirements)**

- (1) Contract on the access to the network may anticipate delivery of electricity with higher level of the supply quality than the general standard, provided that such a method of delivery shall not have an adverse effect on the quality of supply for other end users in a case when distributor and end user contract special requirements for such access to the network.
- (2) Distributor and end user may contractually anticipate some deviations of voltage than prescribed, whereby the increased supply quality of such end user does not have an adverse effect to other end users.
- (3) In case of delivery of electricity to end users, in remote rural areas, with other lines and/or through aged network structures of unsatisfactory technical characteristics, distributor and end user may contractually anticipate even higher deviations of voltage than those prescribed.
- (4) In case which was referred to in paragraph (3) of this Article, Distributor is obliged to develop and submit to REGULATORY COMMISSION for approval the plan of the network revitalization which would bring voltage deviations within prescribed limits.
- (5) If, due to the extra circumstances and unforeseen events in the network, Distributor is not capable to maintain the voltage level of the electric power network within prescribed limits, even after undertaking necessary measures, higher deviations of voltage than those prescribed are allowed.
- (6) Upon cessation of circumstances referred to in paragraph (5) of this Article, Distributor is obliged to inform end users and their suppliers on circumstances occurred and estimated period of disturbance.

**Article 65**  
**Excessively off-take reactive energy)**

- (1) Excessively off-take reactive energy is a positive difference between the reactive energy measured and energy which corresponds to the capacity factor  $\cos = 0.95$  inductively.
- (2) The end user, whose devices take excessive reactive energy from the network, is obliged to reduce consumption of reactive energy or make reimbursement in order to reduce taking of reactive energy, according to technical requirements of Distributor and electric power permit requirements.
- (3) If end user does not reduce consumption of reactive energy pursuant to the approved capacity factor, Distributor warns him and determines the deadline for taking appropriate measures for reduction of taking reactive energy, including installation of appropriate compensation equipment.
- (4) If the end user does not act pursuant to the warning referred to in paragraph (3) of this Article, Distributor may disconnect the end user structure in order to improve conditions in the network and re-connect it after removal of reasons which caused its disconnection.
- (5) If the end user is calculated the consumption of reactive electricity pursuant to the periodical capacity factor measuring ( $\cos$ ), the user may request checking of measuring at his own expense.

#### **Article 66**

#### **(Reimbursement for the damage for the bad supply quality)**

- (1) Distributor is not liable for the damages caused by interruption of delivery of electricity due to Force Majeure, damages at the transmission network, actions of regular and properly-adjusted devices for protection of the power facilities, actions of the third parties, damaged and exceptional mode of operation and looking for the damaged part, under conditions stipulated by the Law and General Conditions requirements.
- (2) Distributor is not liable for damages caused by termination of delivery of electricity caused by disconnection of the power structures due to regular and extra maintenance, inspection and overhaul, connection of new buyers, testing and control of measuring and network expanding, under conditions stipulated by the Law and General Conditions requirements.
- (3) In those cases which were not referred to in the paragraph (1) and (2), liability for termination is borne by Distributor who is obliged to separately record, treat and put into the file that kind of data.

- (4) Distributor is liable for non-removal of damages within a reasonable period which is appropriate to the nature of the damage and other circumstances which Distributor may have an impact on.
- (5) If Distributor did not inform end users on time about the planned termination of delivery, such terminations are included in the terminations referred to in paragraph (3) of this Article.
- (6) The end user is entitled to be reimbursed for the damage caused by non-compliance to the guaranteed standards of delivery continuity by Distributor.
- (7) End user is entitled to ask for reimbursement of the damage by Distributor caused by greater deviations of the voltage in relation to the contracted quality at the supplying point.
- (8) In case that end user and distributor do not reach agreement on the amount of damage referred to in paragraph (7) of this Article, end user may initiate the proceeding for reimbursement of the damage before the competent court.
- (9) In case of non-compliance to the guaranteed standards of the commercial quality, Distributor/supplier is obliged to indemnify the end user for the determined amount.

**Article 67**  
**(Development of distribution network)**

- (1) Distributor is obliged to harmonize development plan of the distribution network with the spatial, zone-planning and regulation plan at its distribution area, for the purposes of providing the access to the network pursuant to the law.
- (2) Distributor obtains, from the responsible authorities, the spatial, zone-planning and regulation plans for construction and enlargements of settlements for the purposes of planning development of the distribution network.
- (3) Distributor is obliged to submit to the respective local authorities the development plans of the distribution network of the area covered by the spatial, zone-planning and regulation plan.

**Article 68**  
**(Participation in development of the network)**

- (1) The network user may invest its own means in revitalization of the distribution network which was not the plan and program of the network revitalization of the distributor for the respective period which a special contract with distributor is concluded for.

- (2) Distributor is obliged to reimburse the network user for investment in the network revitalization referred to in paragraph (1) of this Article, taking into account the plans and programs of the network revitalization, being regulated by the contract.
- (3) If the network user does not require the return of invested means, the value of those means is considered to be a donation.

## **CHAPTER V - METERING**

### **Article 69 (Metering point)**

- (1) At the metering point, using the appropriate metering device, it is metered as follows:
  - a) delivered and taken electricity and capacity,
  - b) generated electricity at the generator,
  - c) used electricity for one's own consumption exclusively for the needs of the generation facility operation and
  - d) used electricity for one's own needs for other purposes;
- (2) The metering device at which electricity delivered/taken in/from the network is a handover place and, at the same time, the point of separation of the fixed assets of distributor and of ones of the network user and the point of separation of responsibilities for delivered/taken electricity between distributor and network user unless differently stipulated by the electric power consent or by the contract on connection.
- (3) Distributor is obliged to take into account, while constructing connection, of the location of the metering device in a way which will provide him with regular access to the network for the purposes of reading and maintenance.
- (4) The measuring point for end users from the category of households (private houses) for all new or restructured connections is carried out according to the valid regulations and located from the external part of the construction structures with a possibility of access during the working day from 08-18 hours.
- (5) In the apartment houses, the measuring points are located within common premises (hall), with a possibility of access to the metering point from 08-18 hours during the working day.
- (6) Distributor is obliged to gradually dislocate measuring points of the existing end users which are located within the structure at his own expense, in a way that will provide separation of responsibilities between distributor and end user and fulfillment of conditions referred to in paragraph (2) and (3) of this Article.

- (7) End user is obliged to provide distributor with access to the installations of the structure for the purposes of conducting necessary works to dislocate metering point.
- (8) When it is about the dislocated metering point, distributor is obliged to provide the end user, at his own request, with information on consumption of electricity at the daily level or enable visual inspection in the situation at the metering device of consumption, and to provide with qualitative information on terms for using electricity at high and low seasonal/daily tariff rates.
- (9) The connection of end user at which the metering point was dislocated belongs to the fixed assets of distributor.

**Article 70**  
**(Content of the measuring device)**

- (1) Distributor prescribes technical conditions which, among other things, define and determine the kind, type, accuracy class, necessary number of metering range of the metering device, as well as the place and method of their installation in a way to provide standardization of the metering devices within the connection standardization, everything in accordance with Distribution grid rule, General Conditions, technical norms and quality norms.
- (2) The measuring device of the end user /generator is consisted of:
  - a) voltage and current measuring transformers,
  - b) meters of active and reactive energy,
  - c) register of capacity,
  - d) device for the tariff control,
  - e) device for remote communication,
  - f) fuses,
  - g) connecting lines,
  - h) devices for data storing and
  - i) other ancillary equipment and devices
- (3) Content of the measuring device is determined depending on the voltage level, category of consumption and tariff group which end user belongs to, and capacity and range of electricity consumption and other technical requirements.
- (4) While constructing the connection of new end users/generators whose structures are connected to the medium-voltage network, it is necessary to insert the meters for remote reading.
- (5) In newly-constructed substations X/0,4 kV, it is necessary to construct the measuring device which contains the meter of active and reactive energy, as well as register of the peak capacity and registration which enables the



follow up of the supplying voltage quality and continuity in electricity delivery.

**Article 71**  
**(Class of accuracy of measuring transformers)**

- (1) Voltage measuring transformers shall comply with the standard IEC 60044-2.
- (2) Current measuring transformers with one or more secondary cores, with appropriate coils shall comply with the standard IEC 60044-1.
- (3) Accuracy class of measuring transformers for measuring of the electric energy up to 24 million kilowatt hours (kWh) annually, at one measuring device, must be 0.5 and for the measuring of electricity above this quantity must be 0.2 or class 0.5 if Distributor and user agree on that.
- (4) If, at the measuring point in the period of 200 hours monthly, the active load is lower than 10% of nominal primary current of the current measuring transformer, it is necessary to apply the current metering transformers with expanded measuring volume.

**Article 72**  
**(Accuracy class of electric energy meters)**

- (1) Electronic (static) meter for active electricity metering should meet the standard requirements BAS EN 62053-22 (class 0,2, and 0,5) and BAS EN 62053-21 (class 1,0 and 2,0) and induction (electrical-mechanical) meters for active energy metering should meet the standard requirements BAS EN 62053-11 (class 0,5; 1,0 and 2,0)
- (1) Meters for active energy must meet the conditions of standard of IEC 60053 (class 0.2).
- (2) Accuracy classes of the inserted meters of electricity must be at least:
  - a) for active energy at low voltage where consumption is metered with measuring devices in the direct connection 2.0,
  - b) for active energy at low voltage where consumption is measured with the measuring devices in half-direct connection, through the current measuring transformers:
    - 1) for meters with installed indicator of peak load, class 1.0 and
    - 2) for other meters, class 2.0

- c) for active energy at medium voltage where consumption of electricity is metered by metering devices in the indirect connection, through the current and voltage metering transformers:
  - 1) for consumption up to 24 million kilowatt hours (kWh) annually, class of 1.0 and
  - 2) for consumption of more than 24 million kilowatt hours (kWh) annually, class of 0.5 or better accuracy class,
  - d) until complete implementation of standard referred to in paragraph (2) of this Article, metering of reactive energy may be carried out with meters of the class 3.0

**Article 73**  
**(Inserted measuring device)**

- (1) Inserted measuring device for more-tariff meters and capacity registers' control may deviate monthly in relation to the adjusted Middle-European time within the limits:
  - a) two minutes monthly for meters of the class 0.5,
  - b) five minutes monthly for meters of the class 1.0 and
  - c) 15 minutes monthly for meters of the class 2.0
- (2) Inserted measuring device which deviates more than the allowed deviations referred to in paragraph (1) of this Article, should be replaced with new.
- (3) In the block of apartments with more floor owners, where meters are locates at one point, it is allowed to install one inserted measuring device, i.e. another device of the same purpose

**Article 74**  
**(Sealing and stamping of measuring devices)**

- (1) Measuring devices referred to in Article 71 paragraph (2) point a), b), c) and d) of General Conditions must be properly calibrated and sealed.
- (2) Measuring devices referred to in Article 71 paragraph (1), points b), c) and d) of General Conditions must be sealed by Distributor, and also by end user/generator if the user asks for it
- (3) If there is a seal of Distributor and end user at the measuring device, taking the seal down is carried out in the presence of Distributor and end user/generator.

- (4) Metering devices of the indirect customer are sealed by the distributor, as well as by end user and indirect customer at their request.
- (5) For the first connecting the structures of end user/generator to the distribution network, metering devices should have proper seal of calibrating for the current and previous year.

**Article 75**  
**(Maintenance of the measuring devices)**

- (1) The maintenance is meant by:
  - a) regular control of measuring devices,
  - b) regular control of the regularity of devices, apart from calibrating, pursuant to the technical standards for the respective kind of devices,
  - c) checking the devices regularity in case of suspect of technical correctness,
  - d) repair and replacement in case of incorrectness of devices,
  - e) calibration of devices in regular intervals, pursuant to technical standards for the respective kind of devices and
  - f) calibration in case of suspect in the correctness of registration of metering amounts
- (2) Maintenance of measuring devices is made by Distributor or authorized institution.
- (3) The existing end users/generators may give metering devices to become ownership of distributor who is in charge of maintenance, replacement and verification, from the moment of taking over, pursuant to the technical and metrological rules.
- (4) If the existing end user did not hand the connection over to the fixed assets of Distributor, maintenance costs are borne by end user.

**Article 76**  
**(Extra calibration of measuring devices)**

- (1) End user/generator is entitled to request calibration of measuring devices before installation.
- (2) In the end user/generator requests extra calibration of measuring devices, Distributor is obliged to carry out calibration within 15 days from the day of receipt of application.

- (3) If extra calibration referred to in paragraph (1) determines that the measuring device meets requirements from the accuracy class, calibration costs are borne by end user/generator.
- (4) End user/generator is entitled to be present at the calibration of measuring devices, while distributor is obliged to inform him about the date and time of calibration.

#### **Article 77**

##### **(Control of measuring and modifications at the measuring device)**

- (1) Modifications at the measuring device can be exclusively by Distributor.
- (2) While making modifications at the measuring device, distributor should with previous notice inform the end user/generator, who is authorized to attend these actions.
- (3) Minutes on the modifications completed will be signed by the present contracting parties (distributor and end user/generator).
- (4) If Distributor, in control of the measuring device, determines some changes at the measuring device or makes modifications of his own at the measuring device for the purposes of maintenance, and end user or generator does not attend it despite the notice, Distributor is obliged to send him minutes of the modifications made.
- (5) Distributor is obliged to inform Supplier of end user in writing about any modifications at the measuring point which affect calculation of the electricity consumed, within 24 hours from the date the modification occurred.

#### **Article 78**

##### **(Disturbances or damages at the measuring devices)**

- (1) End user/generator is responsible for occurrence and damage of measuring devices which are located in his structures.
- (2) End user/generator is obliged to inform Distributor, without delay, on occurrence, disturbances or damages at the metering devices, seals and fuses.
- (3) In case of disappearance and physical damage of measuring device, which is located in the structure in the property of end user, costs of repair, replacement and calibration are borne by the end user.

- (4) Distributor is obliged to upon receipt of the notice from the paragraph (2) of this Article within 3 days take appropriate measures in order to provide correct measuring.
- (5) Distributor is obliged to inform end user/generator, without delay, about the disturbances or damages noticed at the measuring devices.

### **Article 79 (Correction of the calculation)**

- (1) If Distributor and end user on the basis of Minutes determine that the accounting constant of the measuring device was determined in a wrong way, it is made additional calculation at the corrected constant, from the day the calculation was made with a wrong constant.
- (2) If it is determined that the measuring device, due to damage, did not meter electric energy and capacity for a certain period, i.e. that the measuring was partly made, electric energy, i.e. capacity delivered is determined by calculating if applicable or by estimating.
- (3) For estimate of the electric energy and capacity taken referred to in paragraph (2) of this Article, it is taken the consumption achieved within appropriate period of time, when registration was correct, respecting the annual increase of consumption.
- (4) If there is control measuring, data from that measuring device may be taken by agreement.
- (5) Correction of the calculation is carried out in case when the value of certain points in dial was wrongly calculated, due to wrong number of whole i.e. decimal points.
- (6) When it is determined that due to damage at the inserted metering device, RTK or MTK receiver, the meter did not properly register consumption according to the parts of day, the registered consumption of active energy is calculated:
  - a. For end users whose capacity is not metered as if measuring device was one-tariff meter,
  - b. For end users whose capacity charge is determined by metering based on the realized relation of consumption in the period of application of higher and lower daily rate in appropriate accounting period when the metering was proper, and if there aren't any data, based on the characteristic data for the category of consumption and tariff group of customers which the end user belongs to.

- (7) The period which the bill correction is made for due to mistakes in metering is determined:
- a) from the date of removal till the date of occurrence of the mistake in metering, if the date of the mistake occurrence can be determined, whereby the period of correction cannot be longer than two years,
  - b) from the latest calibration of the metering device till the date of the mistake removal in measuring, if the calibration was made during the last years and if not applicable a) or
  - c) for the twelve months backwards from the date of the mistake removal in measuring, if not applicable a) or b).

## **CHAPTER VI - READING, CALCULATION, INVOICING AND PAYMENT**

### **Article 80 (Reading of metering devices)**

- (1) Distributor and end user are obliged to provide correct and regular reading of meters for metering electricity consumed.
- (2) End user's meters are read, pursuant to the business policy of distributor and supplier and provisions of the contract on supply, but necessarily in case of:
- a) while changing tariff rates end of the year, for the category of household,
  - b) once a month and during any change of tariff rates for other end users and
  - c) while switching and in other cases prescribed by Article 53 of General conditions;
- (3) Meters' reading may be done in one of the following ways:
- a) directly on the spot, by the authorized person of distributor showing official approval,
  - b) remote and
  - c) self-reading of the meter by end user, whereby distributor is entitled to check these readings;
- (4) At the request of end user, distributor is obliged to offer information related to results of the reading of the electricity meter, within 10 to 15 days from the application submission.
- (5) Reading of metering devices starts no later than three days before expiry of the accounting period and it finishes no later than three days upon expiry of the accounting period which was contractually obliged to be read.

- (6) Distributor is obliged to adapt the terms of the meter reading in a way that end users are provided with delivery of electricity at tariff rates applicable for lower season defined by the Tariff system.
- (7) Authorized person of Distributor while meter reading on the spot may make visual inspection and control of seals at the measuring point and noticed condition of the seal whereby such an inspection is considered to be a control of part of the measuring point, if carried out pursuant to the Distributor procedure.
- (8) Distributor carries out also the reading of all metering devices at the metering points which serves for metering of electricity which was produced at the generator, electricity uses for one's own consumption exclusively for the purposes of operation of its own generation facility and electricity used for the one's own needs which is used in the generator's facilities for other purposes, pursuant to regulations which regulate the renewable energy sources and efficient cogeneration.

#### **Article 81**

##### **(Access to the metering point for the purposes of reading)**

- (1) End user is obliged to provide authorized persons of Distributor with access to his measuring devices for the purposes of reading.
- (2) If end user does not allow or prevent the access to the measuring equipment for the purposes of reading and after the written warning is submitted, the electricity delivered shall be invoiced in one of the following ways:
  - a) based on consumption from the appropriate period in the previous year,
  - b) based on quantities contracted for delivery during the period which the reading was prevented or
  - c) based on the approved connecting capacity if the procedure referred to in point a) and b) of this paragraph cannot be applied.
- (3) The final amount of electricity delivered will be determined after getting conditions for access to the metering point according to the actually metered amounts or amounts for the non-authorized consumption, if found.
- (4) If end user twice refuses access or disturbs reading of the measuring device, , Distributor terminates delivery of electricity and may ask for dislocation of the metering device at the place of his choice, at the expense of the end user.

- (5) Having installed the meters at the place where the access is allowed, the end user gains the right for reconnection once the financial obligations are paid for previously delivered electricity and the costs of dislocation of the metering device.

**Article 82**  
**(Calculation, invoicing and collection of the electricity consumed)**

Supplier, pursuant to the data submitted on the meters' reading by Distributor, carries out calculation, invoicing and collection of the amount for the electricity consumed, pursuant to the Contract, General Conditions, Tariff system and other regulations.

**Article 83**  
**(Content of the bill)**

- (1) The bill for electricity and bill for the network usage issued to end user necessarily contains:
- a) identification number of the end user,
  - b) name or title of the end user,
  - c) address of the end user and/or address of the measuring point,
  - d) reading date and date of previous reading,
  - e) tariff elements at which the value of the delivered electricity is measured and calculated,
  - f) registered values of measuring devices and measured quantities based on which the calculation is made
  - g) unit prices of tariff elements which are applicable for the accounting period,
  - h) total price per each tariff element,
  - i) total price of the electricity delivered in the accounting period,
  - j) tax on added value,
  - k) total amount of the bill,
  - l) amount of the interest rate, the base for its calculation and amount of the calculated interest pursuant to regulations, in case that the end user is late with payment of due obligations for the electricity taken,
  - m) final balance of debt or trade receivables at the date the bill is issued,
  - n) deadline for payment of the bill,
  - o) telephone number and address of the Call center and
  - p) possibility and deadline for the complaint;



- (2) The bill contains a special calculation for each metering point of end user.
- (3) The bill for eligible customer contains separately expressed elements of the bill for electricity consumed and usage of the network.
- (4) The bill may contain also advance monthly amount of payment for the next period determined based on the contract on supply, unless monthly reading is stipulated.
- (5) The bill may also contain a separate item which is related to the electricity consumed of the joint consumption of the tenant ownership, and it is determined in a way that total calculated amount for the electricity consumed for joint consumption is divided by number of the tenant owners registered as end users of electricity, unless differently stipulated by the tenant owners.
- (6) The issued bill may also contain the warning for non-settled liabilities from the previous period, as well as possible consequences for non-settlement of liabilities following the contract concluded, whereby the warning is considered to be notice on disconnection.

#### **Article 84 (Submission of the bill)**

- (1) Supplier of tariff customers submits one bill to the tariff customer until the 5th day in the month for the previous month while the eligible customer and supplier may contract another term for submission of the bill.
- (2) The bill is submitted to the customer at the address stated in the contract on supply/access. If the address is not mentioned, incorrect or fully stated, Distributor/supplier shall submit the bill at the address of the measuring point of the customer.
- (3) If the end user does not receive the bill till the deadline referred to in paragraph (1) of this Article, he is obliged to inform his supplier no later than 18th day in the month, while supplier is obliged to issue a bill copy to the customer.
- (4) If the bill for joint consumption of electricity of the tenant owners is issued as a separate bill, it is submitted to the authorized representative of the co-owner or tenant owner.

#### **Article 85 (Principles of collection)**

- (1) Supplier determined the business policy of collection which should be fair and non-discriminatory and includes provision related to:

- a) terms and conditions of payment and
  - b) interest rate for late payment of the financial obligation which cannot exceed the amount of the interest for default rate prescribed by the Law;
  - c) interest for the prepaid;
- (2) The operational policy of payment may foresee a possibility for vulnerable users to pay the arrears for the electricity taken in installments, unless it contravenes the Law.
- (3) In case that the supplier of tariff customers foresees in his operational policy a possibility referred to in paragraph (2) of this Article the conditions under which the end user may settle his obligations with delayed payment for the electricity taken should be published in a way which is available to all end users.
- (4) Supplier of tariff customers informs the end users on business policy of collection of the electricity consumed while concluding the contract on supply and the same is published at its website and in Call centre.

#### **Article 86 (Payment of bills)**

- (1) End user is obliged to pay the bill for the electricity consumed within the deadline stated in the bill.
- (2) Deadline for payment of liabilities stated in the bill for tariff customers is the 25th day in the month which the bill was issued for, while eligible customer and supplier may contract another term for the liabilities payment.
- (3) If the bill contains advance monthly amount of the payment for the next period, the term for payment of the advance amount is the 25th day of the months which follows the month which the amount monthly amount is related to.
- (4) End user who is late with payment of the amount for the electricity consumed, according to the submitted bill, is obliged to bear the harmful consequences of that late action.
- (5) If the end user does not complain on the justification and amount of the calculated amount until the deadline foreseen for payment, he is obliged to make the payment.

#### **Article 87**

### **(Complaint regarding the bill)**

- (1) The end user may file a complaint regarding the bill in writing to distributor or supplier for the amount of money stated in the bill for the electricity consumed within the deadline foreseen for payment.
- (2) Distributor/supplier is obliged to decide on the filed complaint referred to in paragraph (1) of this Article within 10 days from the day of submission of complaint, and to inform the applicant in writing accordingly.
- (3) Distributor/supplier is obliged to inform the customer in the notice referred to in paragraph (2) of this Article on the amount of the bill which was, after checking, determined to be undisputed and to advise end user on the possibility to initiate the proceeding before REGULATORY COMMISSION within 30 days from the notice receipt.
- (4) The end user that, having received the notice on complaint, disputes calculation and intends to file an application to REGULATORY COMMISSION for the settlement of dispute, is obliged to pay undisputed part of the bill determined by the distributor/supplier and the amount determined on the basis of the average of the calculated consumption in appropriate undisputed period.
- (5) The final calculation per complaint regarding the bill referred to in paragraph (4) of this Article is made once the dispute is settled.

### **Article 88**

#### **(Correction of the calculation)**

- (1) The end user may request correction of the calculation in case mistake in the bill is determined for the period which is no longer than one year from the submission of application unless differently stipulated by provisions of General Conditions.
- (2) Correction of the calculation in case when the mistake in metering is found is done pursuant to the provisions of Article 80 of General Conditions.
- (3) The end user may ask for correction of the calculation in case that as the result of mistake made by distributor/supplier, he is put in a wrong category of consumption or tariff group or wrong tariff rates were applied for him in the period which cannot be longer than two years from the application submission.
- (4) Supplier makes the correction of calculation for the period which cannot be longer than two years from the date of removal of mistake in calculation in case it is determined that the end users was wrongly put

in the category of consumption/tariff group or wrong tariff rates were applied for him or wrong value of the metering set constant was applied while making calculation.

- (5) In case when end user asks for the calculation correction, distributor/supplier is obliged to decide within 10 days from the application date and to inform the applicant accordingly.
- (6) In case that Distributor/supplier corrects the calculation at its own initiative for the reasons stated in the paragraph (2) and (4), he is obliged to inform end user in writing and offer him all necessary information regarding the change occurred.
- (7) If not being satisfied with notice referred to in paragraph (5) and (6), the end user is entitled to initiate the proceeding before REGULATORY COMMISSION within 30 days from the notice receipt.

## **CHAPTER VII - NON-AUTHORIZED CONSUMPTION**

### **Article 89**

#### **(Term of non-authorized consumption)**

- (1) Non-authorized consumption is meant by consumption of electricity in case of:
  - a) arbitrary connecting of the structure to the distribution network without electric power permit and/or contract on connection, contract on supply and contract on access or arbitrary connection to the distribution network after disconnecting due to reasons referred to in Article 98 of General Conditions,
  - b) when end user disables proper registration of the electricity and capacity taken,
  - c) consumption without metering devices or avoiding them,
  - d) arbitrary taking down or damaging of the seal whereby the end user did not inform Distributor about the damage,
  - e) when end user consumes electricity for the category of consumption which was not approved by the electric power consent
- (2) Distributor is obliged to prescribe the procedure of determination and document of the non-authorized consumption.

### **Article 90**

#### **(Determination of the period of non-authorized consumption)**

- (1) Distributor determines the period which the calculation of non-authorized consumption is made for, based on data on realization of activities referred to in Article 90 of General Conditions.
- (2) If it cannot be determined the commencement of one or more non-authorized activities referred to in Article 90 of General Conditions, it is considered that non-authorized consumption of electricity lasted from the day of the latest control of a part of the connection, i.e. metering point where there was an action made which enabled non-authorized consumption of electricity.
- (3) Calculation period of the non-authorized consumption referred to in paragraph (2) of this Article cannot be longer than a year.
- (4) Reading of meters, without check of seals on the metering point is not considered as the check of the metering point that may be used for determining the beginning of unauthorized consumption.

**Article 91**  
**(Calculation of the non-authorized consumption)**

- (1) Monthly calculation of the non-authorized consumption for end users at medium voltage is carried out in the following way:
  - a) capacity charge is determined in the amount which corresponds to:
    - 1) maximum measured peak capacity in the period of year before the determined period of non-authorized consumption occurred,
    - 2) connecting capacity in case that there is no available data on measured peak capacity or
    - 3) total installed capacity of the end user's devices in case of non-authorized consumption referred to in Article 90, paragraph (1), point a) of these General Conditions;
  - b) quantity of the non-authorized electricity consumed is determined as a product of the capacity charge referred to in point a) of this paragraph and monthly number of working hours, as follows:
    - 1) for one-shift operation 8 hours daily,
    - 2) for two-shift operation 16 hours daily and
    - 3) for three-shift operation 24 hours daily

(2) Monthly calculation of the non-authorized consumption for end users from the category of other consumption at low voltage is carried out in the following way:

a) Capacity charge is a result of:

1) multiplying rated allowed current load of the conductor through which the non-authorized consumption was made by the nominal voltage, if the non-authorized consumption was made before the fuse,

2) multiplying lower value of the nominal current of the main fuse or device for limiting capacity or allowed current load of the connecting line through which the non-authorized consumption was made, by the nominal voltage, if non-authorized consumption is done behind the fuse but before the metering device,

3) multiplying lower value of the nominal current of the main fuse or device for limiting capacity or allowed current load of the connecting line by the nominal voltage, if the non-authorized consumption was made at the metering device;

4) multiplying rated allowed current load of the conductor through which the non-authorized consumption was made, by nominal voltage, in case of non-authorized consumption referred to in Article 90, paragraph (1), point a) of General Conditions.

b) quantity of the non-authorized active energy for the category of other consumption at low voltage is determined as the product of the capacity charge referred to point a) of this Article and number of working days in the period of the non-authorized consumption and number of hours as follows:

1. for one-shift operation 8 hours daily,

2. for two-shift operation 16 hours daily and

3. for three-shift operation 24 hours daily

c) quantity of the non-authorized electricity consumed for end user from the category of consumption of households is determined as a product of the capacity charge referred to in point a) of this paragraph and monthly number of working hours, as follows

1) For the period October - March, 360 hours for end users who use electricity for heating, 8 hours daily namely for other customers four hours daily and

2. for the period April - September, for all end users 4 hours daily;

- (3) The amount of active energy consumed in a non-authorized way, in case of arbitrary removing or damaging the seal referred to in Article 90, paragraph (1) point d) of General Conditions, is determined on the one-off basis as the product of the connecting capacity from paragraph (1) and (2) of this Article and period of 120 hours.
- (4) In case of non-authorized action at the inserted metering device, MTK, RTK or other receiver of similar purpose, it is not carried out the calculation of amounts of the electricity and capacity consumed in non-authorized way in a sense of paragraph (1), (2) and (3) of this Article.
- (5) In case of non-authorized consumption of electricity referred to in Article 90 paragraph (1) point e) calculation of the non-authorized electricity consumed and capacity is not made, applying paragraphs (1), (2) and (3) of this Article, but the calculation is made in a way that the metered amounts and capacity charge are applied the tariff rates for the category of consumption on, namely the tariff group which corresponds to the purposes of the electricity consumed.

## **Article 92**

### **(Fee for electricity consumed in a non-authorized way)**

- (1) In case of non-authorized consumption referred to Article 90 of General conditions, the fee for non-authorized consumption of electricity contains the costs of:
- a) electricity calculated, pursuant to the Article 92 of General Conditions,
  - b) capacity charge, pursuant to the Article 92 of General Conditions
- (1) The following price is applied for the calculated amount of active energy:
- a) for end users from the category of household, it is applied the tariff rate for the tariff group of customers from the category of household which active electricity is measured by one-line meter
  - b) for end users at medium voltage and for customers from the category of other consumption at low voltage, appropriate higher daily tariff rate is applied, pursuant to the tariff system, for the one-shift and two-shift operation, and for the three-shift operation it is applied higher and lower daily tariff rate respecting the period of their application,

- c) for eligible buyers, the price is determined as the sum of average price of electricity to cover distribution losses in that period and tariff rates for usage of the electric power network in higher daily tariff
- (2) Fee for capacity is determined in the following way:
- a) for end users whose capacity is measured, applying the accompanying tariff rates on the capacity charge determined pursuant to provisions of the Article 92 of General Conditions,
  - b) for end users whose capacity is not measured, applying the tariff rates for the category of consumption and group of buyers which the end user belongs to, on the capacity charge determined by the Tariff system;
- (4) In case that non-authorized action was made at the inserted meter device,, MTK, RTK or other receiver of similar purpose, in a way that the meter did not register the consumption properly according to the part of the day, the fee is calculated in the following way:
- a) for tariff buyers totally measured consumption is calculated in higher daily tariff and
  - b) for eligible buyers, the fee for the network usage is calculated for the totally metered consumption in higher daily tariff
- (5) Calculation, invoicing and collection of costs of non-authorized consumption are carried out by Distributor.
- (6) Distributor issues the invoice to the end user with the calculated amount of the non-authorized consumption and term of payment which cannot be shorter than eight days, which the end user may file a complaint to within the provision of Article 88 of General Conditions.
- (7) For the month in which the non-authorized consumption of electricity is determined, independently on the determined number of days, the full monthly fee for capacity is determined.
- (8) In case of non-authorized consumption referred to in Article 92 paragraph (2) point a) sub-point 3) which is carried out at the metering point, the amount of the fee for the non-authorized electricity consumed is reduced for the amount of electricity registered at the metering point for the period in which the calculation of the non-authorized consumption is made for.
- (9) For calculation of the non-authorized consumption, tariff rates which were valid in the period when non-authorized consumption was calculated, are applied.



## **CHAPTER VIII - TERMINATION AND LIMIT OF DELIVERY OF ELECTRICITY**

### **Article 93**

#### **(Principles of limitations and termination of delivery)**

- (1) End user and generator may be terminated and limited the delivery of electricity in cases and under terms and conditions determined by the Law and General Conditions.
- (2) Distributor and supplier inform end users and generators about the operational policy of limitation and termination of delivery before concluding the contract and any changes of such policy, and the same is published at its website and Service centre.

### **Article 94**

#### **(Reasons for termination and limit of delivery and taking over)**

- (1) Reasons for termination and limit of delivery and taking over of electricity may occur due to:
  - a) planned activities of Distributor,
  - b) unforeseen circumstances,
  - c) non-allowed actions of end user,
  - d) application of end user,
  - e) general shortage of electricity;

### **Article 95**

#### **(Termination and limit of delivery and taking over due to the planned activities)**

- (1) Distributor may terminate and limit delivery and taking over of electricity for the purposes of doing planned activities such as:
  - a) regular and extra-ordinary maintenance, inspection, testing, control of metering and overhaul of the electric power structures (at the transmission and distribution part of the system),
  - b) connection of new structures and
  - c) additional construction or reconstruction of the network;
- (2) In case of termination and limit of delivery and taking over referred to in paragraph (1), distributor is obliged to inform generators, end users and their suppliers no later than 24 hours before termination of delivery/taking over on the term of the planned delivery/termination and expected time of termination in the following way:

- a) for end users and generators at medium voltage, directly by telephone accompanied by the written notice on details on information, by fax or electronic mail and
- b) end users and generators at low voltage, by means of public media in a clear and comprehensive way;

#### **Article 96**

##### **(Termination and limit of delivery due to unforeseen circumstances)**

- (1) Reasons for termination and limit of electricity delivery due to unforeseen circumstance may occur due to:
  - a) danger for people and property due to extra-ordinary circumstances (fire, flood, earthquake, weather disasters,)
  - b) unforeseen outages of the distribution energy structures, which caused over-load of the remaining structures in the operation and
  - c) outage or over-load of parts of the transmission network;
- (2) In case of circumstances referred to in paragraph (1), Distributor is obliged to, without delay inform generators, end users and their suppliers on the expected period of delivery termination and after cessation of the circumstances inform the suppliers on the total duration of the delivery termination.
- (3) Distributor develops the plan of operation in extra-ordinary circumstance which plan activities and engagement of people and equipment in case of occurrence of extraordinary circumstances referred to in paragraph (1) point a) of this Article.

#### **Article 97**

##### **(Termination of delivery due to actions or failures of end user)**

- (1) Distributor terminates delivery of electricity by disconnecting the structures of the end user from the network, if the end user:
  - a) without consent of Distributor connects its structures, devices and installations to the network,
  - b) without consent of Distributor through its structures, enables other legal person to connect its structures, devices and installations,
  - c) endangers the life and health of people or environment with its power structures and devices,
  - d) within the deadline prescribed by Distributor or appropriate inspection body, does not remove or reduce the obstacles until the requested limit caused by its structures and devices,

- e) disturbs normal delivery of electricity to other users,
  - f) prohibits or disables access to the authorized staff of Distributor to the connection, measuring and protection devices, energy structures and devices or installations,
  - g) does not comply with special conditions on limitation of delivery of electricity,
  - h) despite the warning of Distributor, does not reduce the active and/or reactive capacity, i.e. quantity of active electricity and/or quantity of the excessively taken reactive energy on the contracted value within the requested deadline,
  - i) disables proper registration of the electricity taken or uses electricity without requested measuring devices or avoiding them,
  - j) does not pay for the electricity delivered within the deadline stipulated by the contract and/or General conditions and
  - k) refuses conclusion of the contract on supply of electricity which is pursuant to the law and General conditions,
  - l) does not meet the requirements stipulated by the law anticipated as the reason for termination;
- (2) In cases referred to in paragraph (1), point a), b), c) d) and i) of this Article, Distributor terminates delivery of electricity to the end user without previous warning and notice.
- (3) In cases referred to in paragraph (1), points e), f) and g) of this Article, Distributor warns the end user in writing about failures and irregularities and determines the deadline for their removal. If the end user within the deadline mentioned in the warning does not remove the mentioned failures and irregularities, Distributor terminates delivery of electricity, having confirmed on the spot that the end user did not act following the warning.
- (4) In cases referred to in the paragraph (1), points h), j) k) and l) of this Article, Distributor, firstly, informs the end user in writing about failures and irregularities which are the reason for termination of delivery of electricity and determines the deadline for disconnection.
- (5) Distributor is obliged to, while sending the warning or notice on disconnection, inform the supplier of that end user accordingly.

- (6) Distributor is obliged to inform the supplier of the disconnected end user on disconnection, within 24 hours for customers at low voltage, i.e. within 3 hours for end users at middle voltage.
- (7) Supplier may request disconnection of the structures of end user because of failure to pay, whereby Distributor is obliged to act on the submitted request.
- (8) Distributor and supplier may decide to apply less restrictive measures than termination of delivery of electricity, depending on the particular situation and type of the structure which should be disconnected from the electric power network, everything pursuant to the operational policy of termination of delivery of electricity.

**Article 98**  
**(Notice on disconnection)**

- (1) Notice on disconnection of electricity is a documents in writing which necessarily contains:
  - a) name and address of the end user,
  - b) reason and legal base for termination of the electric energy delivery,
  - c) explanations of the actions which the end user should undertaken to avoid disconnection,
  - d) address and contact telephone number of the service centre for end users, where the end user may get more information,
  - e) period of the scheduled disconnection indicating date of commencement and end of the period,
  - f) conditions and procedures which the end user is obliged to meet in order to ask for reconnection of his structures to the electric power network, including the related deadline,
  - g) amount of the reimbursement for reconnection and
  - h) possibility for submission of complaints to Distributor and Supplier on the disconnections reasons and deadline and procedure per the complaint
- (2) Notice on disconnection to the end user is submitted to Distributor, personally or by mail.
- (3) Notice on disconnection stated in the Notice cannot be shorter than eight days from the notice submission date.

**Article 99**  
**(Complaint to notice on disconnection)**

- (1) The end user may file a complaint on disconnection reasons within the period of 8 days from the day the notice was received.
- (2) If the subject of complaint is, according to estimate of distributor and/or supplier non-founded, distributor cannot make disconnection within the period which is shorter than five days from the submission of answer to the complaint and is obliged to advice end user on the possibility to turn to REGULATORY COMMISSION.
- (3) Distributor does not terminate delivery of electricity to end user who complained regarding the amount of the money stated in the bill, if the end user, having received the complaint, acted pursuant to provisions of Article 88 of General Conditions, till the dispute is settled.

**Article 100**  
**(Limitations of disconnection)**

- (1) Disconnections preceded by the Notice are carried out in the period from 8:00 to 15:00 hours on the day stated in the Notice, whereby such a period cannot be longer than four days.
- (2) Disconnection date stated in the Notice cannot be Friday, weekend, public holiday, the day before public holiday or the day when the Service centre of Distributor for end users is not open for the work with the public.
- (3) Distributor and supplier undertake appropriate measures to avoid termination of delivery due to non-payment to end users from the category of households, during the winter time, extremely cold weather whereby termination of delivery can be applied as the last measure.
- (4) Distributor may not disconnect or refuse re-connection to the network of the housing structures when the end user or structure user possesses the electrical medical equipment which is necessary for health, and which operation requires the supply from the distribution network, that is defined by the Contract on access.

**Article 101**  
**(Disconnection at the request of end user)**

- (1) The end user structures are disconnected from the electric power network at the explained request of end user.

- (2) The end user structure is disconnected from the network when requirements for termination of the contract on supply are met at the request of the end user, and end user does not conclude a new contract.
- (3) The end user structure is disconnected from the network when requirements for termination of the contract on access are met.

**Article 102**  
**(Reimbursement for the capacity charge during termination of delivery)**

The end user, who was terminated delivery of electricity due to the reasons referred to in Article 98 of General Conditions, the fee for the capacity charge is determined in a following way:

- a) for end users whose capacity charge is determined by measuring peak load, in a way that the metered peak load is multiplied by ration of number of days in that month when the end user structure was not disconnected and calendar number of days of that month and appropriate tariff rate;
- b) for end user whose capacity charge is not determined by measuring:
  - 1) in the full amount, as there has not been any termination, if termination of delivery of electricity did not last longer than 15 days in that months,
  - 2) is not calculated, if termination of delivery of electricity lasted longer than 15 days in that month;

**Article 103**  
**(Re-connection of the structures of end user)**

- (1) When end user removes reasons for termination of delivery of electricity, Distributor is obliged to reconnect the end user structure as a rule on the first working day but no later than three working days counting from the day of removal of reason.
- (2) In case of termination of delivery of electricity referred to in Article 98, paragraph (1) point b, c, d and i), if end user asks for re-connection, he is obliged to bring electrical installations of the structure in a proper conditions and submit written application to distributor for removal of technical irregularities of the connection.
- (3) In cases of termination of delivery of electricity referred to in paragraph (2) of this Article, distributor re-connects structures of end user following his written application when the connection and installations in the structure are brought in proper condition and when end user pays the costs of arrangement of connection, costs of

disconnection and re-connection of the structure to the distribution network.

- (4) If Distributor terminates delivery of electricity in a non-founded way, he is obliged to connect the end user structures without delay and no later than 24 hours upon determination of the mistake.
- (5) The end user, whose structure was disconnected from the network in the period which is longer than five years, while filing the application for re-connection is treated as a new end user, whereby while re-connecting, he pays the fee for connection which is consisted of real costs of construction of connection and fee for providing conditions for connection to the distribution network.
- (6) Amount of the fee for connection referred to in paragraph (5) of this Article cannot be more than the amount of the fee for connection which would have been paid by end user had his structure been connected for the first time to the network.

#### **Article 104 (Costs of disconnection and re-connection)**

- (1) In case of termination of delivery of electricity for the reasons referred to in Article 98 of General Conditions, the costs of disconnection and re-connection are to be borne by the end user.
- (2) Costs of disconnection and reconnection in case of non-founded termination of delivery to the end user are borne by the licensee whose request was the basis for termination.

#### **Article 105 (Limitation of delivery due to shortage of electricity)**

- (1) If, due to sudden and unpredictable shortage of electricity at the market, whereby safety of people and integrity of electric power network in Republic of Srpska, the Government of Republic of Srpska, having previously consulted with REGULATORY COMMISSION, makes decisions in which it limit delivery to certain categories of end users, determined the order of limits, method of using electricity and obligatorily generation.
- (2) In case of general shortage of electricity, Distributor delivers electricity pursuant to its plans of selective limitation of consumption of electricity.
- (3) Plans referred to in paragraph (2) of this Article determine the measures for limited delivery through:

- a) reducing voltage in the distribution network,
  - b) disconnecting the street and other advertising lights and limitation of shop-windows lights in shops to the safe level, i.e. at minimum,
  - c) disconnecting the street lights, squares and other structures for 50% i.e. limitation of lighting to the minimum safety level,
  - d) prohibition of using electricity for additional heating, prohibition of using cooling system in business premises and premises with natural ventilation,
  - e) introducing maximum saving of electricity in public, common and business premises, shops and restaurants, households and other structures,
  - f) limitation of programs of all TV studios,
  - g) limitation of delivery of electricity for lighting of sport hall,
  - h) selective reduction of delivery of electricity and
  - i) other measures which enable saving and reasonable consumption of electricity
- (4) Plan of limitation of consumption referred to in paragraph (2) of this Article is developed taking into account equal status of all end users within the same category of consumption and groups of users.
- (5) Plan of limitation of consumption referred to in paragraph (2) of this Article accomplishes the following aims:
- a) limitation of delivery of electricity to industrial structures which use electricity in big quantities for the purposes which do not negatively affect the generation process,
  - b) protection of end users who must not be disconnected the electric energy and
  - c) protection of the industrial operations of special interest
- (6) In case of general shortage of electricity, Distributor and Supplier use all available means in order to overcome the circumstances occurred.
- (7) During the circumstances caused by shortage of electricity, those provisions related to compulsory delivery and quality of electricity are not applied.



- (8) Distributor informs end users on limitations of delivery of electricity and measures which are to be taken in order to reduce consumption in the period of general shortage of electricity.

### **Article 106**

#### **(Priorities for delivery of electricity in the event of general shortage)**

- (1) In case of general shortage of electricity, delivery of electricity will be performed as per priorities:
- (2) Priority I include:
- a) hospitals, in-patient clinics, special medical institutions (emergency centers, out-patient clinics, institution for blood transfusion - taking and treatment of blood, dialysis centers, health centers, etc),
  - b) structures of water-supplying and drainage systems (for generation, cleaning and transport of water, for the drainage system functioning),
- (3) Priority II include:
- c) structures for generation of basic nutrition products (central bakery, dairy),
  - d) certain military structures,
  - e) big heating sources of remote heating,
  - f) structures of radio and television,
  - g) structures of public transport (airports, railway stations, signal stations for public transport and central garages of public traffic, structures of post office and telecommunication),
  - h) embassies, consulates and foreign newspapers agencies,
  - i) printing factories of daily newspapers,
  - j) structures of services of interior affairs,
  - k) structures of state organs,
  - l) students' hostels, pupils' hostels and boarding schools,
  - m) loading capacities of river, railway and other traffic,
  - n) weather and seismic agencies,
  - o) children institutions,
  - p) hotels of "A" and "Deluxe" category,

- q) industrial premises of the specific generation,
  - r) mines of coal and other mines with pit exploitation,
  - s) premises of heating energy, premises of petro-chemistry and base-chemistry,
  - t) electric power structures' sites,
  - u) cooling systems and
  - v) pumping stations for draining
- (4) Priority III for delivery of electricity are facilities of other end users;
- (5) The structures referred to in paragraphs (2) and (3) of this Article do not include the general-administrative buildings, structures of social standard, ancillary premises and workshops as well as other parts which are in direct function of activities of those structures.

**Article 107**  
**(Structures which cannot be terminated delivery of electricity)**

- (1) Failure to pay for electricity delivered cannot prevent delivery of electricity for end users whose interruption would lead to direct danger for life and health of people, including:
- a) hospitals, clinics, special health institutions (emergency centers and other institutions, in-patient clinics, centers for blood transfusion - taking and treatment of blood, dialysis centers, health centers, etc),
  - b) structures of water-supplying and drainage (for generation, cleaning and transport of water, for the drainage functioning),
  - c) structures of means of public transport (airports, railway stations, signal stations for public transport),
  - d) students' hostels, pupils' hostels and boarding houses,
  - e) weather and seismic centers,
  - f) children institutions,
  - g) coal mines and other mines with exploitation and
  - h) pumping stations for water-drainage

- (2) Contract on supply/access with end users whose structures are indicated in paragraph (1) of this Article provides the instruments ensuring payments for electricity taken (guaranteed bills, bank guarantees and other forms of guarantee acceptable for supplier/distributor),
- (3) Structures of end user indicated in the paragraph (1) of this Article may terminate delivery of electricity due to non-payment, if end user does not provide appropriate guarantees following the conditions referred to in paragraph (2) of this Article.

**Article 108**  
**(Reimbursement for the damage caused by non-founded termination of delivery)**

- (1) The end user is entitled to be reimbursed for the damage caused by non-founded termination of delivery of electricity.
- (2) In case that end user and distributor do not reach agreement on the amount of damage referred to in paragraph (1) of this Article, end user may initiate the proceeding for reimbursement of the damage before the competent court.
- (3) The fee determined by REGULATORY COMMISSION can as a rule neither be lower than the value of non-delivered electricity nor higher than tripled value of non-delivered electricity. The value of non-delivered electricity is based on the current tariffs and quantity of energy (in kWh) which was not delivered.
- (4) Quantity of the non-delivered electricity is determined on the basis of contracted, i.e. realized quantities in the same accounting period of the previous year, unless the quantities were determined in a more detailed way by the contract, applying the average quantities for the periods which are shorter than the period the contracting i.e. reading was made for.
- (5) If end user, in the proceedings before REGULATORY COMMISSION, asks for reimbursement of the damage in the amount which is twice as high as the maximum amount of reimbursement referred to in paragraph (3) of this Article, REGULATORY COMMISSION conducts the formal hearing in order to collect evidences and determine the facts on the amount of damage.
- (6) REGULATORY COMMISSION decision on the request for reimbursement of the damage is final. The party unsatisfied with Decision may initiate the proceedings before the competent court.

## **CHAPTER IX - COMPLAINTS OF END USERS**

### **Article 109 (Action on the complaint)**

- (1) The end user may lodge a complaint to Distributor/Supplier due to failure to comply with the General Conditions requirement within 30 days from the day the reason for the complaint lodging occurred, unless it was differently stipulated by the General Conditions requirements in individual cases.
- (2) Distributor/supplier of tariff customers is obliged to prescribe and, in an appropriate way, publish the procedures for settlement of complaints of the end users.
- (3) Distributor/supplier of tariff customers is obliged to settle the complaints of end users in a simple and effective way.
- (4) In the proceedings on the complaint by the end user, Distributor/supplier of tariff customer is obliged to:
  - a) check the statements from the complaint and
  - b) make a response to the complaint based on the inspected data as soon as possible
  - c) try to settle the submitted complaint in agreement;
- (5) Distributor/supplier of tariff customers is obliged to answer the complaint of end user, in writing, no later than 15 days from its receipt unless differently stipulated in individual cases by provisions of General conditions.
- (6) The end user may turn to Distributor/supplier orally if he asks for explanation or additional information and Distributor is obliged to answer in an appropriate way.

### **Article 110 (Settlement of disputes)**

- (1) REGULATORY COMMISSION is in charge of settlement of disputes, at the request of the party, related to:
  - a) right to supply of electricity,
  - b) right of access to the distribution network,

- c) obligation to deliver electricity,
  - d) tariffs at which electricity is delivered,
  - e) interruptions in electricity supply,
  - f) refusal to deliver electricity and
  - g) quality of electricity supply;
- (2) REGULATORY COMMISSION settles the disputes pursuant to the provisions of the Rule book on public hearings and settlement of disputes and complaints in one of the following ways:
- a) peaceful settlement of the dispute of the applicant with a representative of Distributor/supplier,
  - b) conducting the shortened proceeding regarding some simple issues and
  - c) conducting the presentation of evidence at the formal hearing;
- (3) Before filing an application for the dispute settlement to REGULATORY COMMISSION, the end user is obliged to submit the complaint in writing to Distributor/supplier.
- (4) REGULATORY COMMISSION Decision for the dispute settlement is final and the party which is not satisfied with Decision may initiate the administrative proceeding before the competent court.

#### **PART FOUR - PROVISIONAL AND FINAL PROVISIONS**

##### **Article 111**

##### **(Concluding the contract on supply)**

- (1) The Distributor and supplier of non-eligible customers shall conclude contracts on access and supply with the existing end users at medium and high voltage within 6 months days from the day when General Conditions become effective, and with users at low voltage within one year from the day when General Conditions become effective.
- (2) Contracts on supply concluded before these General Condition become effective are valid until the period, they are concluded for, expires.
- (3) In the period until concluding the contract on supply with existing end users, the tariff buyers' supplier shall supply end user pursuant to the Tariff System for sale of electricity in Republic of Srpska, at the tariff

rates of the accompanying category of consumption and tariff group of buyers.

**Article 112**  
**(Information on the supplying conditions)**

The tariff buyers' supplier is obliged to, within two months from the day these General Conditions become effective, inform end users on conditions for concluding contract on supply and access, as well as about most important General Conditions requirements, in an appropriate way (mass media, website, service center, notice enclosed to the bill, leaflet and similar.

**Article 113**  
**(Unbundling of distribution and supply)**

- (1) Until the legal unbundling of distribution and supply is made, rights and duties which are related to distributor and supplier of tariff buyers are the rights and duties of the existing distribution companies.
- (2) In the period from the functional to legal unbundling of distribution and supply, distributor and supplier of tariff customers of electricity are still one legal entity, while mutual rights and obligations which are related to distributor and supplier are regulated by internal acts of that legal entity.
- (3) When generator of electricity and distributor are one legal entity, the access to the network is regulated with its internal acts.

**Article 114**  
**(Harmonization of documents)**

- (1) Distribution companies on the territory of Republic of Srpska is obliged to harmonize Distribution grid rule with the law and these General Conditions and submit them to REGULATORY COMMISSION for approval within three months from the effective date of these General Conditions.
- (2) Distributor/supplier is obliged to harmonize the existing guidelines, forms of applications and contract regarding issuance of the electric power consent by connecting, access and supply of electricity with provision of the law and these General Conditions within two months from the effective day of these General Conditions.

**Article 115**  
**(Notice for the user about the electricity structure and impact on Environment)**

- (1) Supplier is obliged to submit information to end user through an invoice or promotion material, about the structure of the energy sources and impact of generation of electricity, which is delivered to him, on the Environment.
- (2) Submission of information referred to in paragraph (1) of this Article is carried out annually, starting as of 01 January 2009

#### **Article 116**

#### **(Assignment of the connecting capacity to end users for whom there is no data on the connecting capacity)**

- (1) The existing end users whose capacity charge is not determined by metering of the peak capacity and for whom distributor has no data on the connecting capacity available, determined on the nominal current of the main installation fuse or adjusted current of the device for limiting load in a sense of provisions of these General conditions, distributor is obliged to undertake the following:
  - a) review the connection, and if appropriate to adapt the connecting capacity to characteristics of consumption and assign the value of the connecting capacity to end user;
  - b) if the customer expressly requests so, assign him the connecting capacity of up to 24,5kW maximum for the three-line connection, namely 11,5 kW for the one-line connection;
- (2) The existing end users whose capacity charge is determined by metering of peak capacity for which distributor has no data on the connecting capacity on disposal and which designates the approved peak capacity in a sense of provisions of these General conditions, Distributor determines the value of the connecting capacity based on the maximum measured, namely calculated capacity according to the data from the energy card of the customer in the last five years.
- (3) The existing end users from the category of public lighting, the value of the connecting capacity is determined pursuant to the found realized situation of the connection based on the nominal intensity of the current of the main installation fuse.
- (4) Having arranged the connection pursuant to the paragraph (1), (2) and (3) of this Article, Distributor is obliged to record the assigned value of the connecting capacity and other parameters of the connection in its databases, and make declaration on the connection and submit it to the end user.
- (5) All activities referred to in paragraph (1), (2) and (3) of this Article are carried out by Distributor free of charge.

- (6) Data on the connecting capacity assigned pursuant to the paragraph (1), (2) or (3) of this Article are considered relevant in a sense of application of these General conditions.
- (7) Distributor is obliged to previously inform in an appropriate way the existing end users on all important facts for application of this Article.

**Article 117**  
**(Re-connecting the structures of Returnees)**

As far as returnees are concerned, in their pre-war place of residence, it is applied the provisions for reconnecting to the electric power network, with privileges related to fees (costs), prescribed by the Agreement on reconnecting of housing units of returnees to the electric distribution network in BiH.

**Article 118**  
**(Consumption limitation plans in case of shortage of electricity)**

Distributor shall develop plans of work under conditions of the limit of electricity delivery due to general shortage within three months from the date General Conditions become effective.

**Article 119**  
**(Relocation of the metering devices)**

- (1) Distributor is obliged to relocate the metering points referred to in Article 70 paragraph (5) within eight days from the effective date of these General Conditions.

**Article 120**  
**(Introducing standards IEC 60038 and EN 50160)**

- (1) On the day General Conditions became effective, distributors will be obliged to implement standard IES 60038 and EN 50160, except in special cases when the provisions of these General Conditions allow for a possibility of electricity supply of reduced quality.
- (2) The deadline for full implementation of standards IES 600388 and EN 501560 is January 1, 2015.

**Article 121**  
**(Settlement of the ongoing disputes)**

Applications for settlement of disputes submitted to REGULATORY COMMISSION before these General Conditions become effective, will finish



following the provisions of General Conditions for delivery and supply of electricity (Official Gazette of Republic of Srpska, number 66/06).

**Article 122**  
**(Interpretation of General Conditions)**

- (1) Interpretation of General Conditions' requirements is provided by REGULATORY COMMISSION.
- (2) Amendments of the General Conditions are carried out in the same way as it was determined for their making.

**Article 123**  
**(Cessation of validation)**

- (1) When these General Conditions become effective, the provisions of General conditions for delivery and supply of electricity (Official Gazette of Republic of Srpska, number 66/06) will not be valid.

**Article 124**  
**(Effective Date)**

These General Conditions became effective on 23 September 2008, namely 28 August 2010, namely 26 July 2012.

Number: 01-160-12/12  
12 September 2012  
Trebinje

President  
Milenko Cokorilo